The Changing World of Work

It’s time to evolve

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HR and payroll professionals have a lot to contend with today. The workforce is changing more than ever before, technology is evolving at a rapid speed and there is so much legislation to keep up to date with.

Let’s take a look at some of the trends having a significant effect on HR professionals and organisations as a whole. Then we can discover how NGA HR and our flagship product NGA ResourceLink is helping organisations to survive and prosper in the evolving business world.

ResourceLink is the UK’s most powerful and scalable HR and Payroll platform. Available via a range of deployment options including on-premise, via the NGA Cloud or as a fully outsourced service. ResourceLink is scalable for organisations with 500 to 100,000+ of employees and available across all industry sectors.

It is helping organisations reduce their costs, save time and improve effectiveness. It enables you to manage the entire employee lifecycle from recruitment to staff development and succession planning and done with a modern and familiar user experience and powerful reporting capability.

The business environment today is complex. But with ResourceLink, backed up by our experience and other NGA HR solutions, we can help you evolve the people side of your business for a prosperous future.
The Changing Workplace

Mobility and flexibility

More and more of us now operate from a range of workplaces, whether that means hot desking within one building, working in different locations or working from home. Mobile technology allows people to do their job from just about anywhere, from conference calls in the car to emails on the train. Being tied to a desk in one set location for eight hours a day is becoming a thing of the past and businesses need to adapt their technology and working practices to allow for this.

Technology at home and work

Another interesting change is the nature of the technology itself. Previously, technology used in the workplace would be much more advanced than at home. People would go to work to use the latest equipment and learn about new advancements. But that’s not the case now.

Ofcom reports that 93% of adults own a personal mobile phone and 61% a smartphone. In many cases people use smartphones and tablets at home that are much more advanced than the ones their company supplies. So to truly engage the workforce, corporate technology needs to equal that of employees’ personal equipment or, at the very least, feature software that has a familiar look and feel.

Organisations are embracing mobile and internet technology to improve productivity in numerous ways. Latest CIPD research shows employers offering mobile working had grown to 35% and this is expected to continue to rise. We can now stay at home when a child is sick or while waiting for the plumber to arrive and still be productive.

NGA HR can help

ResourceLink can be deployed as a SaaS (Software-as-a-Service) solution via NGA HR’s cloud platform making it accessible on a range of devices. So even if it may not be possible for you to provide business tablets for staff, there is the ‘bring-your-own-device’ (BYOD) option of enabling employees to access ResourceLink on their personal devices.

The hosted deployment option can also free up valuable resources within your IT function, while at the same time giving you the peace of mind that all your data is safe and secure.

Something that has a big impact for all employees is the modern look and feel of ResourceLink. When completing tasks such as booking holidays and updating training records is easy and familiar, staff and managers are much more likely to make full use of HR and payroll self-service tools.
The Changing Workforce

A different blend of ages, roles and skills

The Future of Work, published by the UK Commission for Employment and Skills (UKCES), found that four-generation or ‘4G’ workplaces will become increasingly common as people delay retiring until their 70s or even 80s.

There are now 10 million people in the UK aged over 65, according to a Parliament Business Publication and the latest projections are for this age group to account for 24% of the total population by 2037. Technological, healthcare and economic developments mean that people from the different generations will be working together as more people extend their careers for longer.

According to CIPD, the generations can be separated into four types, with a fifth on the horizon:

- **Veterans** - born prior to 1947
- **Baby Boomers** - born between 1948 and 1963
- **Gen X** - born between 1964 and 1978
- **Gen Y or Millennials** - born between 1979 and 1991
- **Gen Z** - born in 1992 onwards and now joining the workforce

This change means that the stable, familiar model of people working through similar career paths is disappearing. So you will be more likely to find younger managers and older employees.

Another change is that ‘generation’ and ‘life-stage’ are not as closely linked as they used to be: someone in their 40s now might be living a lifestyle similar to one that used to be expected of people in their 20s or 30s as people tend to start a family later.

People’s skillsets are changing too. In the 1960s and 70s the computer experts in a company tended to be older than nowadays. But the huge growth in computer usage means that teenagers are often more technologically savvy than the older people around them.

Meanwhile, organisations are telling us that they are losing leaders faster than they are producing them. Many senior post holders are preparing to retire in the next five years and there is a concern that replacements will be hard to find.

New challenges and opportunities for HR

The challenges that these changes create will be felt across an organisation. Managers will need to change the way they build their teams, with extra flexibility and creativity when recruiting and making decisions about hierarchy.

HR functions will be supporting managers through these changes. With a broad mix of people, from the very young to older workers, they will be managing differences in everything from work ethic and communication styles to behaviour and work-life expectations.

HR professionals need to be pro-active in developing new strategies to accommodate these diversities, like wellness programmes, compensation strategies, education and ergonomics that allow people to be productive and avoid workplace injuries.

But there are also opportunities. Older generations can learn from younger colleagues about new and upcoming technology. Of course, older generations have plenty to offer and can pass on their knowledge and experience in return. HR must therefore support the business in implementing a structured strategy for knowledge transfer and succession planning.

NGA ResourceLink can help

ResourceLink provides you with the tools to manage your end-to-end employee lifecycle, no matter how complex that might be. It provides comprehensive support for recruitment and talent management that is a great asset when your organisation is a diverse mix of people on different career paths.
Managing Talent

Focus on growth

The ever evolving job market means attracting, recruiting and retaining quality staff is getting more and more important. Employers must now create an employee brand to attract and retain talent. Employees, especially from the younger generations, are interested in so much more than just pay.

Having excellent training programmes in place and initiatives like flexible benefits therefore have a crucial role to play when competing for the best people.

The recession had an incredible impact in the UK causing difficulties for everyone from families to small businesses.

Unemployment rose as companies went out of business or had to cut staffing levels. This meant those employers still able to recruit had the pick of the best candidates and competition for the available jobs was fiercer than ever.

With the economy returning to growth organisations are now focusing on how they grow their business. Employment levels are improving and companies no longer have the same level of power when filling positions because candidates have more choice. Official figures show the number of people out of work in the UK fell to a five-year low according to the Office for National Statistics (ONS) and the number of people in work has risen to the highest since records began in 1971.

Having a comprehensive approach to talent management therefore plays a crucial role in recruiting and retaining the best people.

NGA HR can help

Achieving good results in a competitive recruitment environment requires a number of things to be in place. ResourceLink has an integrated suite of modules that give you this capability, including comprehensive tools for recruitment, learning and development and flexible benefits.

ResourceLink also provides real-time business intelligence to help you make better HR decisions. Organisations using ResourceLink are better placed to manage and reward their employees.

Data and Analytics

Making better use of your information

Analytics and reporting are vital to aid decision making. Whether it is looking at how best to resource a department in the short term or taking a more strategic focus, decisions made without data are always risker as a result.

Managers therefore need to analyse data in a timely fashion while it is still relevant. Too often, data is spread across the business and it can be difficult to pull it all together. By the time a decision can be made, the data it is out of date and useless.

By ensuring that directors and managers have excellent and relevant data at their fingertips, the HR function can make a significant contribution to sound decision making on people matters.

NGA HR can help

ResourceLink can bring together disparate people data from around your organisation and display it in dashboards and reports.

HR, directors and managers can then use this data to identify areas for improvement, such as employee productivity, absence, attrition, development, reward and remuneration.
Cloud Technology

The ideal deployment method

In a traditional environment, software is deployed on a dedicated server that needs to be purchased, configured and deployed by the customer. This uses valuable IT resource, time and money. In a cloud environment, software is deployed and maintained by the provider ‘as-a-Service’ on their own infrastructure.

Customers are moving their HR to the cloud for a better user experience and to enjoy the benefits of agility, speed and innovation which other platforms cannot provide. According to Gartner, the vast majority of implementations for HCM will be deployed via the cloud within the next five years and this will soon become the standard implementation model.

NGA offers secure and resilient cloud deployment as well as an onsite option. It reduces time to deployment, gives a reliable user experience and frees up valuable IT resource that can be deployed on more value adding tasks.

Best Practice & Compliance for Payroll

Pay and motivation

In this changing world of work, one thing that will always remain is that people come to work to get paid. Although praise, recognition, reward and flexible working are important to the majority of staff, pay is still the only thing that motivates and engages everybody.

The latest CIPD Employee Outlook finds that 35% of employees previously turned down a job offer because the pay was too low. Having payroll systems in place that ensure timely and accurate pay is so important. It is of course also vital that your organisation keeps on top of UK and EU legislation along with best practice within your industry.

Of course, payroll departments aren’t just involved in paying salaries. In addition to the basic payroll run there are other more complex areas to consider including expenses, mileage and pensions. Not forgetting issues around leave management including statutory and organisational entitlements, payment rules plus the recording and monitoring of absence. Here, organisations often find themselves bogged down in paperwork and have yet to implement efficient processes.

NGA HR can help

At NGA we have two data centres providing resilience and virtualised infrastructure that’s aligned to ITIL best practice. A dual feed two-way link between the data centres ensures peace of mind and the ability to keep working in the unlikely event that one site is compromised.

ResourceLink is used to pay millions of UK employees every month and has proved itself as capable for even the most complex pay environments. Its functionality includes flexible pay run processing, back pay calculations, net to gross capability, retrospective processing rework and the capability to work with multiple legislation and currencies. It also provides the ability for the management of expenses, including authorisation by line managers and submission for payment.
Summary

There is a lot to contend with in the world of work today. The workforce is changing, the workplace is no longer an office and technology is advancing at a rate like never before, so it’s easy to become daunted by trying to keep up.

NGA HR can provide the skills, expertise and technology to help you evolve. NGA ResourceLink is the integrated HR and payroll solution that will give you the tools to save time and reduce costs, whilst providing enhanced services and information to employees and managers.

By choosing the right solution, along with suitable supporting technology, HR and payroll functions can be made more efficient. More time can be spent on managing performance and making sure your people policies support strategic objectives. Meanwhile, technology-based HR processes can be created to work the way your organisation needs, with a focus on following ‘best practice’ standards.

There is a wealth of other information available, including case studies on many of our customers currently enjoying the benefits of ResourceLink. Just contact us for details.

Contact us today for more information on NGA ResourceLink and how it could help you.

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NGA Human Resources is a global leader in helping organisations transform their business-critical HR operations to deliver more effective and efficient people-critical services.

We help our clients become better employers through smarter, more streamlined business processes; to save money, manage employee lifecycles, and support globally connected, agile organisations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It’s a combination of deep HR experience and insight, advanced technology platforms and applications and a portfolio of flexible service delivery options.