Workday: What's changing for managers?
Monday 6 November 2023

No.	Area of change	Key changes from Workday go live	Instead of…	Covered in
1	Workday as a leader's tool	Use Workday as your all-in-one platform for managing the entire employee lifecycle, from recruiting to off-boarding. Some tasks can be conveniently completed through the Workday mobile app, such as reviewing and approving time and leave requests. For a better experience, managers are encouraged to explore basic navigation and familiarise themselves with: • new terminology, e.g., job requisition instead of PageUp request, onboarding instead of induction • core concepts, e.g., position management. Workday training and step-by-step guides are available from mid-November 2023, as well as support from Workday change agents, and People and Culture.	Interacting with • many systems like Empower, PageUp, ELMO, and ServiceNow-Timesheets portal • countless paper forms. Accessing systems from computers only.	Lunch and Learn for people managers
2	View your entire team	Managers have greater visibility of real-time information about their teams, including their direct and indirect reports. This includes casual and sessional employees, and contingent workers, that is, PKA associates, including honorary appointments and partner providers. This is partly facilitated by position management, which assigns one worker to each position. Managers can expect that reports in Workday will become more robust over time as we provide high-quality data inputs.	• Limited visibility in ESS, particularly about casual and sessional employees, including their reporting lines and learning needs. • This is in part due to the grouping of certain employee types.	Lunch and Learn for people managers
3	Processes with embedded workflows	Managers are empowered to initiate, review and approve processes related to their direct reports. After initiating, reviewing or approving a process, Workday automatically routes the next task to the relevant responsible role, until the process is complete. It is therefore critical that everyone involved completes their tasks in a timely manner. For some processes, manager approval is the final step, e.g., approve education (aka qualifications) or business leave requests submitted by their team members.	• Using disparate systems and methods to initiate and advance processes, often requiring manual follow-ups. • Some systems provide the employees with the ability to select the approver of certain transactions.	Lunch and Learn for people managers
4	Delegation when the manager is on leave	If required, managers can set up delegations for short periods, in line with University policy. This means key Workday processes will progress while they are on leave, e.g. review and approval of time. While delegation gives another person the ability to act on their behalf, the manager remains accountable for the overall process and outcome. Delegations are approved by the manager's manager before coming into effect and the system is fully auditable.	Varying approaches to setting delegations, including forms and other types of electronic records.	Lunch and Learn for people managers

No.	Area of change	Key changes from Workday go live	Instead of…	Covered in
5	Oversight of administrative support	In areas where administrative support is in place, managers will be able to review and approve directly in Workday any transactions initiated on their behalf. This excludes certain processes which must be initiated by: • managers, e.g. termination • another relevant authority, e.g. compensation changes must be initiated at the executive level.	Reviewing and approving processes and documentation via email or in person.	Workday as a leader's tool: Session 2
6	Shortcuts to items awaiting your action	Identify and prioritise in-flight processes requiring your attention in Workday: • The homepage highlights the most recent items awaiting your action. • The Workday inbox provides a shortcut to all items. • Workday apps/dashboards group items by topic. Managers can also set up a daily digest of actions and notifications that are automatically sent to their Outlook email.	A decentralised function.	Workday as a leader's tool: Session 1
7	Check the status of in-flight processes	Managers can monitor the progress of processes they initiate, action or approve from their Workday inbox Archive tab. For example, they can view who is assigned the next step.	Heavy reliance on manual follow ups.	Workday as a leader's tool: all sessions
8	Meaningful approvals	Manager approval of Workday action items will have a true and immediate impact on operations, resourcing, and in some cases, an employee's salary. When reviewing transactions, managers can approve, send back (with comments), cancel or deny. Managers remain responsible for the due diligence required before starting a process and for assessing the reasonableness of transactions they approve in Workday. Therefore, all processes initiated by administrative support roles workflow to the relevant people manager for review and approval.	In some instances, approvals not having an immediate impact, because subsequent manual processing was required.	Workday as a leader's tool: all sessions
9	Manage your team's absence (aka leave)	Use Workday to review and approve absence (aka leave) requests. The **Time and absence** dashboard provides quick access to relevant tasks and reports so you can manage your entire team's absence, including workers currently on leave, upcoming time off and more. Manager approval has a true and immediate impact. When you approve leave, the approval automatically flows to the payroll engine for processing.	• Reviewing leave requests in ESS; with viewing limited to one team member at a time. • Approved leave requiring manual validation before processing.	Workday as a leader's tool: Session 1

No.	Area of change	Key changes from Workday go live	Instead of…	Covered in
10	Review and approve claims for time worked	Managers: • review and approve claims for time worked on/after 5 November 2023 in Workday, regardless of employee or time type • have access to a dynamic dashboard, with a summary panel for consolidated approvals and access to reports. Manager approval has a true and immediate impact. When time is approved, the approval automatically flows to the payroll engine for processing.	• Reviewing and approving time worked via the ServiceNow-Timesheet portal. • Using forms (e.g., to claim overtime), circulated for approval and processing via email.	Workday as a leader's tool: Session 1
11	Employment Changes	Managers can initiate job changes for their direct reports directly in Workday, for example, moving to a new manager, secondments, contract renewals and change of time fraction.	Providing information to People and Culture using diverse systems, forms, and emails.	Workday as a leader's tool: Session 1
12	Position management	To increase the headcount in their teams, managers may need to create new positions in Workday because each worker must be assigned to one. Alternatively, managers can assign a worker to an unfilled position that already exists. After relevant due diligence (e.g. budget considerations, University constraints), managers initiate **Create position** in Workday, which then workflows to the relevant executive authority for approval.	In-system approval only at the final stages of the recruiting process.	Workday as a leader's tool: Session 2
13	Engagement of casual and sessional employees	Managers engage casual and sessional employees on one initial contract – they do not have to re-contract every few months. This streamlined process reduces the admin burden and empowers managers by providing an agile engagement of our casual workforce. Rostering arrangements continue to be defined and monitored at a local level. As employees enter time worked in Workday, managers review and approve those claims, which are then processed and paid. Engagements may be terminated in the system after a long period of inactivity, that is, when no time is claimed or if triggered by their manager.	• Cyclical re-contracting of casual and sessional staff • A paper-based process and long email trails.	Workday as a leader's tool: Session 2
14	Engagement of fixed-term and permanent employees	Managers can kick start the process to fill a position of a new fixed-term or permanent employee by creating a job requisition (job req) in Workday. The job req gathers more information upfront, simplifying the end-to-end process, including advertising and appointment. Many fields are automatically populated when the relevant job profile is selected, for example, a general description of the job duties and the pay range associated with it.	• Creating a PageUp request • Extensive back and forth to collect relevant information.	Workday as a leader's tool: Session 2

No.	Area of change	Key changes from Workday go live	Instead of…	Covered in
15	Recruiting pipeline	Managers: • interact with a dynamic recruiting dashboard in Workday with real-time updates about your internal and external applicant pool • move candidates forward in the candidate pipeline, e.g., move to the interview stage • move the preferred candidate to initiate the employment agreement. Interviewers provide feedback directly in Workday.	• Receiving a PDF compile of all applications at the end of the advertisement period. • Manually collating feedback from the selection panel and other key information in the selection panel report.	Workday as a leader's tool: Session 2
16	Appoint and onboard new team members	At the time of appointing a new team member, hiring managers receive Workday tasks to: • confirm costing allocations • set up onboarding. The onboarding task provides the opportunity to customise a welcome message and select helpful contacts and people to meet, which then workflows to the new team member. When applicable, managers also manage the probation goal and reviews within Workday.	• Varying processes, systems and onboarding experiences depend on the employee type. • Probation goal setting and review via forms.	Workday as a leader's tool: Session 2
17	Goal setting and performance reviews (aka PRDP)	Managers: • oversee goal setting and manage performance in Workday • can cascade goals to their teams and request feedback from others, including other managers or collaborators • have access to new capabilities including assessing potential, development plans and more.	Setting goals and completing performance reviews in PageUp.	Workday as a leader's tool: Session 3
18	Training (aka Learning)	Managers have full visibility of their team's learning journey in Workday, including mandatory and compliance training. Manager approval is required to participate in other courses.	Completing mandatory and compliance training in ELMO.	Workday as a leader's tool: Session 3
19	Safety Incidents	Managers of employees who reported a safety incident or have been identified as an 'injured party' in an incident, review reports in Workday.	Reviewing safety incidents in off-system forms.	Workday as a leader's tool: Session 2