

Employer and payroll provider role matrix 1/2

To provide feedback on this document please email cspsevents@capita.com

		Super user	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Recommended role per tier	(E)mployer / (S)hared service / (P)ayroll provider / (B)oth	Leadership (Individual in a responsible role) with all relevant clearances and permissions.*	Senior Manager / Team manager (head of) with all relevant clearances and permissions	Team Manager with all relevant clearances and permissions	Subject Matter Experts	Administrator	Any level - Communication with Capita only
Manage users	B	✓	✓	✓	✗	✗	✗
Set up a new user	B	✓	✗	✗	✗	✗	✗
View a list of the existing users set up for my organisation	B	✓	✓	✓	✗	✗	✗
Amend an existing user's role	B	✓	Own level and below only	Own level and below only	✗	✗	✗
Deactivate an existing user	B	✓	Own level and below only	Own level and below only	✗	✗	✗
Monthly service data submission	B	✓	✓	✓	✓	✓	✗
Know when my monthly service submission is due each period	B	✓	✓	✓	✓	✓	✗
Upload the monthly service data submission	B	✓	✓	✓	✓	✓	✗
Download the files that were uploaded in the submission	B	✗	✗	✗	✗	✗	✗
Download the monthly service data submission processing outputs	B	✓	✓	✓	✓	✓	✗
Upload monthly service data submission error corrections	B	✓	✓	✓	✓	✓	✗
Organisation management	B	✓	✓	✓	✓	✓	✗
View the contacts for my organisation	B	✓	✓	✓	✓	✓	✗
Amend the contacts for my organisation	B	✓	✓	✓	✗	✗	✗
View my organisation's name and address details	B	✓	✓	✓	✓	✓	✗
Amend my organisation's name	B	✗	✗	✗	✗	✗	✗

* Additional responsibility to permit other users access to the system

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Amend my organisation's address details	B	✓	✓	✓	✗	✗	✗
View the relationships my organisation has with its employers	S / P	✓	✓	✓	✓	✓	✗
View the payroll providers nominated for my employer	E	✓	✓	✓	✓	✓	✗
Nominate a payroll provider organisation as a delegate of my employer	E	✓	✗	✗	✗	✗	✗
Remove a nominated payroll provider as a delegate for my employer	E	✓	✗	✗	✗	✗	✗
Secure communication	B	✓	✓	✓	✓	✓	✓
Create a new contact request	B	✓	✓	✓	✓	✓	✓
Read a message in the secure mailbox	B	✓	✓	✓	✓	✓	✓
Mark a secure mailbox message as unread	B	✗	✗	✗	✗	✗	✗
Reply to a message in the secure mailbox	B	✓	✓	✓	✓	✓	✓
Delete a message from the secure mailbox	B	✗	✗	✗	✗	✗	✗
Archive a message from the secure mailbox	B	✓	✓	✓	✓	✓	✓
Filter the list of messages in the secure mailbox	B	✓	✓	✓	✓	✓	✓
Member search	B	✓	✓	✓	✓	✓	✗
I want to search for a member	B	✓	✓	✓	✓	✓	✗

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