### 3.3 Induction Procedures

#### 3.3.1 Introduction

The intention of our induction programme is to welcome and integrate new employees into THE ORGANISATION efficiently and effectively. Induction is a learning process and THE ORGANISATION sees it as the beginning of a continuing employee development programme. It is designed to provide a variety of meetings, activities and tasks as the new employee becomes acquainted with other employees, the organisation, their role within the organisation and their contribution to the aims and objectives of THE ORGANISATION.

All new employees will receive a personalised programme of induction. On their first day, the line manager or Chief Executive will introduce him/her to the organisation and colleagues and start on a prepared induction programme. This will begin with meetings to familiarise the new employee with the contents of this handbook and other appropriate procedures and to determine the rest of the programme which will be completed within the probationary period. This will normally be 3 months for junior staff and 6 months for senior staff, but may be varied at the outset or later by the line manager with the Chief Executive’s agreement.

#### 3.3.2 Preparing the ground with THE ORGANISATION staff

It is very important the new employee feels welcomed and part of the THE ORGANISATION team as soon as possible. THE ORGANISATION employees are informed about new employees before they start, who they are, commencement date, their hours, their role, where they will sit, their background, whether they are new to the area. It may be necessary to do some awareness training if the new employee is of a minority ethnic background or is disabled.

#### 3.3.3 Provision of backup material

In conjunction with the Induction Programme, back-up written material should be provided for the new employee to read.

This should include:

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| Memorandum and Articles of Association | Work related reports, guidance notes |
| Service Leaflets | Annual Plan |
| Annual ReportStrategic PlanEqual Opportunities Policy |  |

#### 3.3.4 Watchpoints

Consideration should be taken of such “watchpoints” as:

* information overload – new employees manage change best in small digestible chunks. Time is needed to absorb new information
* time set aside to meet training needs
* an internal member of staff being an unsuccessful candidate for a new position at THE ORGANISATION
* an internal promotion involving change of duties, responsibilities, reporting, office space, and how this may impact other employees
* the needs of existing employees continuing to be met during induction, i.e. that the “novelty factor” does not override ongoing work.

#### 3.3.5 THE ORGANISATION ‘Friend’

The THE ORGANISATION ‘Friend’ scheme is an informal arrangement for the first three months, whereby a current member of staff will act as a 'friend’ to answer any general queries, guide the new colleague to an appropriate employee when needed and who will be on hand to make sure the new colleague settles in. The Friend will not train, supervise or assist with work but will provide a sounding board for general concerns.

#### 3.3.6 Feedback on the induction process

New employees will be asked for feedback on the induction programme at their first appraisal. This feedback will be used to design future induction programmes.

### Appendix 1 Employee Induction Record

Name of employee: XXX

Date of commencement: XX/YYYY

Induction undertaken by:

Signature & date:

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| **Induction Agenda** | **Staff member responsible** | **Done √** |
| **1. Welcome*** Greeting by line manager
* Explanation of induction process
* Introduction to other staff
* Introduction to “Buddy” system
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| **2. Tour of THE ORGANISATION & Building*** Tour of offices
* Kitchen facilities
* Fire exits
* Toilets
* Water cooler
* Reception
* Lift
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| **3. Financial Procedures*** Salary payment
* ‘In Case of Emergency” (ICE) contact
* National Insurance Number
* P45
* Bank details
* Claiming expenses
* Petty cash
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| **4. Conditions of Employment*** Principle statement of terms & conditions
* Probationary period
* Pension options
* Working hours
* Lunch breaks – minimum time requirements
* External paid work
* Sick leave & referrals to occupational health service
* Compassionate leave
* Timesheets
* TOIL
* Annual leave
* Disciplinary & grievance procedures
* Redundancy guidelines
* Data protection
* Involvement in external voluntary organisations
* Sexual harassment/discrimination
* Diversity and equal opportunities
 | **Contract and Handbook**  |  |
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| **5. Health & Safety*** Health & Safety policy
* Safety hazards at work
* Fire drill
* Emergency exits
* Accident reporting
* First aid box
* Smoking policy
* Medication information for H&S officer
* Eye tests
* VDU use
 | **Handbook** |  |
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| **6. Staff*** Names and job titles
* An overview of staff roles
* New employee’s own role
* Team meetings
 | **Handout**  |  |
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| **7. Meeting THE ORGANISATION staff*** One to one meetings
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| **8. Strategic plan, supervision & training*** Mission and values
* Business plan & strategic objectives
* Annual plan & targets
* Line management structure
* Supervision & performance appraisal
* Training & individual learning plans
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| **9. The organisation*** Overview and history
* Constitution
* Management committee
* Service users
* THE ORGANISATION services
* Complaints procedure
* Membership and benefits
* Funders
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| **10. Daily procedures*** Signing in/out at reception
* Incoming & outgoing mail
* Answering telephones
* Personal phone calls
* Receiving visitors – informing reception
* Stationary ordering
* Booking meeting room
* THE ORGANISATION calendar dates
* THE ORGANISATION forms: annual leave, order forms, time sheets
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| **11. I.T. Use*** House style: emails, letters, faxes
* Switching off at the end of the day
* Explanation of software in use
* Internet and email use
* Not loading own programmes onto the system
* I.T. training needs
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| **12. Equipment*** Fax, computers, laptops, projector
* Photocopier
* Booking out equipment
* Green issues: recycling, double sided printing
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Induction Agenda to be reviewed after 3 months by line manager.

The Induction Agenda has adequately covered all the above aspects. The employee has had access to the documents mentioned in the procedure.

Line manager’s signature:

Employee’s signature:

Date .................................................................................

This checklist should be retained by Line Manager, with a copy given to the employee.

### Appendix 1b: Employee Details Form

**(please complete)**

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| --- | --- |
| **Name** |  |
| **Address****Post Code** |  |
| **Date of Birth** |  |
| **NI Number** |  |
| **P45** | Yes/No |
| **ID – Copy of passport** |  |
| **Start Date** |  |
| **Salary** |  |
| **Hours per week** |  |
| **Days worked** |  |
| **Bank Details:****Sort Code****Account number****Account name** |  |

### Appendix 1c: Buddy System Guidelines

THE ORGANISATION operates a buddy system for new employees whether on a permanent or temporary contract. The buddy system engages employees at a pace that is productive and effective for individual and team success.

**What is a Buddy?**

A Buddy is someone who partners with an existing employee during their employment transition. The buddy’s role is to offer guidance and support and to share experiences that will support your transition into THE ORGANISATION.

**Why do we use a buddy system?**

THE ORGANISATION uses the buddy system for several reasons:

* To support your orientation and transition to THE ORGANISATION and the borough and to enrich your induction period and
* Encourages peer to peer learning and support
* The role and responsibility of a buddy
* Help create a welcoming environment
* Give tours of the local area
* Take the new employee to lunch
* Be a source for clarification of policies, procedures and protocol and answer questions that help to lessen any confusion or uncertainty

**Selection criteria**

The manager of the employee will be responsible for choosing the buddy. The manager should take into consideration the following when deciding the buddy:

* the length of time an employee has been in the organisation (recommendation is that employee should have been in post for more than 1 year)
* The role of the potential buddy and whether it makes practical and logical sense for that person to become the buddy
* attitude of the buddy

The manager should approach the member of staff before the employee starts at THE ORGANISATION to discuss and make the decision if the buddying will go ahead.

**Professional guidance**

The buddy should

* remain professional at all times
* Be patient and positive and help develop role confidence
* Refrain from making any personal statements or judgements in relation to THE ORGANISATION or THE ORGANISATION staff members
* Raise any concerns with their manager or CEO if there is a genuine concern for or about the employee

The employee should:

* Remain professional at all times
* Use the buddy system to enrich the experience as a new member of staff
* Refrain from making any personal statements about THE ORGANISATION or THE ORGANISATION staff members unless they require clarification or advice from the buddy
* Raise any concerns with their manager or CEO if there are concerns about the behaviour and The CEO the buddying role and

**Length of buddy support**

The buddy system will operate for the first 6 months for a member of staff who is employed for one year or more and 3 months for those less than a year.

**Claiming expenses**

Buddys are allowed to claim a maximum of £15 for lunch once a month over the period of the buddying arrangement. Any other expenses the buddy wishes to claim will need to seek permission from their manager.