

11. How to Prepare for Your New Employee

1 OVERVIEW

A good induction is essential to integrating new employees into the organisation and enabling them to settle into their role as quickly as possible. If this doesn't happen it can take longer for individuals to feel they belong and for them to be able to contribute and perform at their best. Induction doesn't just last a day; it is a planned ongoing process which can last up to the first six months of employment.

Once the offer of employment has been accepted, you should stay in touch with your new employee to answer any questions they might have and keep them interested and excited about joining your business.

Once pre-employment checks have been completed there may be a delay before the individual actually starts work.

Here are a few ideas to help integrate the new employee with your workplace before they start work:

- Let them know about anything major that has changed or is planned
- Include them in discussions about any office equipment being purchased for them
- Discuss training requirements and the form induction will take.

The following information should be shared before the employee's first day:

- When to arrive and who to ask for
- What to wear, if there is a particular dress code
- Where to park if travelling by car
- Catering arrangements
- Any special arrangements for their first day
- If they will have their photo taken for an ID pass
- Reminders if they haven't sent in their P45 or provided bank details etc.

If they haven't already received the following this could also be shared at this stage:

- Job description
- Person specification
- Information about the company, including company structure
- Information about benefits.

2 PLANNING THE INDUCTION

An induction pack should be put together ready for the new employee's first day and should contain essential documents and information that the new employee should be aware of in their first few weeks.

This could include:

- Organisation chart, if applicable
- Company overview - including the background of the company and your vision, mission and values
- Key policies and procedures (e.g. health and safety)
- Forms (e.g., holiday booking form)

3 WHAT TO INCLUDE IN THE INDUCTION

An induction process might be different depending on the size of the business, however, it is important that all employees feel welcomed into a new job and business. A planned process can help with this. Some ideas of what to include are below:

Company Overview

- Structure of the company
- Values
- Customer base
- Company background
- Products and services
- Explanation of key policies and procedures
- How the new employee fits within the wider business.

General information

- Facilities
- Health and safety information

Individual level

- A clear outline of the job/role requirements
- Performance expectations and objectives
- Standards of conduct
- Explanation of terms and conditions.

Induction Buddy

In larger businesses, work colleagues are often the best people to show a new employee how things work and what to do. They have an important part to play in the process so consider pairing your new member of staff with another member of the team who is not their direct manager, who will be their point of contact for general queries and who will take them to lunch and show them where to find things.

4 NEW STARTER CHECKLIST

- Obtain signed written statement of terms and conditions
- Provide Employee Handbook and obtain signed confirmation of receipt
- Obtain bank details
- Obtain P45 and national insurance number
- Explain holiday booking procedure
- Assign buddy
- Explain building access procedures
- Tour of the workplace
- Explain expense procedures
- Obtain computer log in details
- Explain telephone system
- Check driving licence
- Issue company car/company car policy where applicable

- Issue company credit card where applicable
- Explain health and safety requirements
- Explain fire evacuation procedure
- Obtain evidence of eligibility to work

5 NEXT STEPS

- Gather together documents that will create an induction pack for your new employee. This creates a really good impression and will make things easier for them as the forms and documents they need will be in one place.
- Make sure that the essential elements on the induction are completed on the first day, such as, a tour of the facilities and health and safety procedures.
- Make sure that all forms completed and details given as part of the induction are processed and stored in line with data protection regulations.

6 FACTSHEETS & TEMPLATES TO HELP

- How to Manage Probationary Periods
- Staff Handbook factsheet
- Health and Safety in the Workplace
- Induction Checklist

7 FOR MORE ADVICE AND INFORMATION

ACAS - (Advisory, Conciliation and Arbitration Service) free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law. www.acas.org.uk

Achieve in Bath & North East Somerset - free recruitment support, advice and help. Matching job seekers, employers and course providers to help employers recruit, train and retain employees. www.achieveinbathnes.co.uk

Future Bright - free help & support for businesses and employees to realise their full potential. Provide access to training and development, workshops and networking. HR support to promote career progression and best practice to attract and retain staff. www.futurebright.org.uk

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