



## Induction Checklist

### Introduction

An employee's first impressions of an organisation have a significant impact on their integration within the team and their level of job satisfaction. Induction is an opportunity for you to welcome your new recruit, help them settle in and ensure they have the knowledge and support they need to perform their role.

This induction guide is designed to help you, as someone responsible for staff induction, to plan for the arrival of a new team member and to ensure that they receive a warm welcome to the University. We know that our new starters value being shown a range of information at the start of their career with Loughborough so that they feel settled into their new roles sooner.

If you already have an induction process in place, this guide will support that process and add new initiatives and information regarding Mandatory training.

### Key Information and Checklists

This guide sets out the key information to be covered with new starters and the appropriate time to do so. The guide should be followed to ensure that staff feel well inducted to the University, their team and their role. Before they start your new starter will have access to:

- An Induction Website: which includes a wealth of important information, including our History, our University Strategy and our facilities.
- A Personalised Welcome Letter from you as their Line Manager/Induction Lead (See Appendix A for a template to be personalised)
- An Induction Buddy (See Appendix B)
- An Induction Completion Checklist Form (available on the Website)

### Planning the First Day:

You will need to prepare for the new starter's arrival. We have identified key events that should happen when people first start, which will make them feel welcome.

On the first day your new starter will:

- Be personally greeted by yourself or a key team member and taken to their pre-arranged visit to People and Organisation Development to receive their Loughborough University Staff ID Card. In London, you will greet your new member and give them their Staff ID Card on the first day.

- Be introduced to their team – appointments should be booked in advance with key members of the team.
- Have a free hot drink through the Loughborough App.
- Meet their dedicated Induction Buddy.
- Be given a tour of the School/Department.
- Be shown the local facilities, such as the kitchens, toilets and any nearby food outlets on campus.
- Receive their first month Induction programme, including meetings with key members of staff. [There is guidance below as to what this should include, and it will need to be prepared in advance of the start date.]
- Be provided with all the IT equipment, stationery and work equipment required for their role. Their email address, IT user name and password will be provided by IT Services.
- Be provided with a wealth of online resources and guidance through the Induction website.
- Be given some time to themselves, with a drink, to take it all in.
- Be given the opportunity, and encouraged, to ask as many questions as possible, of their line manager or probation adviser, their induction buddy and their team.
- Be given time to complete their Mandatory Training, preferably on the first day

### **In the first month your inductee will:**

#### *Provided by Organisational Development*

- Participate in a 'Welcome to Loughborough' induction event
- Take a Loughborough campus tour
- Complete a suite of Mandatory Training Courses, which are easily accessed via the Induction Website through a LEARN module
- Be asked to contribute to improving the Induction Scheme for other new starters by evaluating the scheme

*Provided locally:*

- Be supported by their Induction Buddy
- Have regular 1-1s with you as their Line Manager or Probation Adviser
- Have the opportunity to ask questions and meet with a range of members of staff through pre-planned meetings
- Have the opportunity to take further development and agree objectives for their probation period

This guide is designed to support you to successfully implement the Loughborough Induction Programme for your new team member. As a manager or probation adviser you can decide who is best suited to deliver different aspects of the scheme, such as yourself, the buddy and other team members.

We appreciate that many Schools and Departments have already established Induction Programmes with local information and guidance. This guide should form the basis for the Induction Programme and be complemented with your local information and approaches to ensure consistency in the key information new starters should have as a minimum. Additional and bespoke information is encouraged.

Line Managers have overall responsibility for the completion of Induction for all their new starters. However, Line Managers, including Deans, are not responsible for delivering induction. Induction can be provided through a range of different members of the team, as required.

## Induction Checklist

### Before they start:

Up to 2 months before:

- Contact IT to arrange for a Laptop/PC/Telephone
- Order any IT hardware, such as Laptop or computer
- Prepare a clean and organised desk space
- Provide stationery and desk furniture
- Prepare an Induction Schedule and book meetings with key colleagues
- Identify an Induction Buddy (See Appendix B)
- Meet the Induction Buddy to read through the 'How to be and Induction Buddy' guidance and answer any questions

2 weeks before:

- Send out a personalised Welcome Letter (see Appendix A) via email. This can be to the new starter's email address, to arrive on their first day.
- Remind the team and colleagues of new starter and their start date
- Confirm the Induction Schedule for the first month
- Book meetings with key colleagues
- Confirm IT equipment order and imaging of any IT hardware

1 week before:

- Contact the new starter to check if they have any questions or queries, offer a telephone call if appropriate
- Remind new starter they will need to bring their passport before their first day, to their right to work check
- Check they have received their contract
- Confirm start time and where to meet you

- Arrange a parking spot for the first day, with security (Loughborough Campus)
- Arrange a first day meeting with the Induction Buddy
- Encourage the team to come and introduce themselves on the first day
- Arrange an introduction meeting, ideally for the first day, or first week, to meet the team

## First Day

### Greeting your new member of staff

- Meet and greet your new starter first thing, on arrival
- Check your new starter has read and understood their contract
- Take your new starter for a drink on campus and informally welcome them to the University
- Introduce your new starter to members of the team, including adding them to any MS Teams Chats or MS Teams Team used by the team, Department or School.
- Formally introduce your new starter to their Induction Buddy
- Take your new starter on a tour of their building and the wider School/Department
- Point out toilets, changing facilities, kitchens, prayer facilities and any particular points of interest
- Provide a clear organisational and/or Departmental/School chart
- Provide a telephone/contact list of key contacts
- Ensure they meet their dedicated Induction Buddy
- Provide a first month Induction Schedule, including meetings with key members of staff
- Provide all the equipment and stationery required for their role
- Ask your starter to download the Lboro App to access their free drink voucher, when available

- Give the new starter some time to themselves, with a drink, to take it all in

### Mandatory Training

- Show your inductee the Mandatory Training Learn page
- Explain any role specific Mandatory Training
- Provide time for new starters to complete their training

### IT & Equipment

- Give your new starter their login, telephone number and IT passwords
- Arrange for demonstrations of the phones, workspaces, email and other IT functions appropriate to the role
- Explain the printer policy and location of printers, paper and cartridges
- Provide an office key and any alarm codes required
- Direct them to the DSE self-assessment through the Health and Safety Website
- Allow time to complete the online parking pass form, if required

### Health & Safety

- Show your new starter all the emergency exits, fire extinguishers and evacuation procedures
- Explain the fire alarm test process for the building
- Explain procedures for Accident Prevention and Accident Reporting
- Introduce your local first aiders and Mental Health First aiders
- Explain the smoking policy

### First Month

- Hold weekly 1-1s for the first month
- Outline the role and the expectations of the role
- Set clear objectives, and agree workloads
- Explain the University Strategy, and how that relates to their objectives

- Explain how to report sickness absences
- Explain the holiday entitlement and University holidays
- Explain how to book and record Annual Leave
- Check your new starters progress with their mandatory training, including participation in Welcome to Loughborough
- Encourage your new starter to network with appropriate staff
- Take your team member to key buildings on campus, highlight the library tour available through the library
- Confirm the inductee has been meeting key members of staff, depending on their role
- Arrange for key administrators to explain relevant admin processes within the School or Department

### **First 1 - 6 Months**

- Ensure your new starter attends the 'Welcome to Loughborough' induction event and takes a campus tour as part of 'Welcome to Loughborough' or through the School/Department if offered
- Ensure your new starter is completing their Mandatory Training Courses, which are easily located in our LEARN system
- Check in with the Induction Buddy to ensure the relationship is successfully continuing
- Continue to have regular 1-1s to discuss induction needs
- Give the new starter the opportunity to ask questions and meet with a range of members of staff, through pre-planned meetings
- Monitor engagement in further development and agree objectives for their probation period

### **Overall Guidance**

These checklists are designed to support both managers and new starters to think about the key information and activities that can help new colleagues to settle in quickly. It is likely that there will be additional local information and activities, and these can be added to the new starter's induction programme and tailored to your School or Department.

## Example Welcome Letter

Dear

I am delighted to be welcoming you to Loughborough University on Monday 18<sup>th</sup> January. I hope that you are looking forward to joining us and becoming part of our team here at Loughborough.

As your line manager I would like to welcome you to Organisational Development on behalf of all the team. Each member of the team will be a supportive part of your induction and is looking forward to working with you. You will be meeting your Induction Buddy, Kirsty Bramley, on your first day. Kirsty is also an Organisational Development Adviser, and as your buddy she will be there to answer questions, welcome you to the department and guide you through the first months in your new role.

On your first morning, at 09:00, I will meet you at the entrance to the Rutland Building, on University Road (you can find this on the campus map - [maps.lboro.ac.uk](http://maps.lboro.ac.uk)). Please use the main entrance and security will guide you to the correct car park or to your building if you are on foot/bike. On your first day, you will need to bring your passport and we will visit the recruitment team to complete your Right to Work checks. Then, we will have an informal welcome meeting to properly welcome you to the team.

We have planned out an induction programme for you to complete during your first couple of weeks at the University. This will include meeting with a range of colleagues, completing any required training and participating with the University's Welcome to Loughborough event.

Your new team anticipates taking you out to lunch to get to know you and to make sure that you meet everyone with whom you will be working. I have included your Induction Schedule for the first fortnight, and I will be adding to this throughout your induction period. There will also be the opportunity for you to suggest possible meetings and training that would be of interest.

Again, welcome to the team. If you have questions prior to your start date please call me at any time, or send me an email, if that is more convenient. We look forward to having you come on board.

Regards,



An exciting addition to Staff Induction at Loughborough University is the introduction of a designated Induction Buddy for a minimum of the first 6 months of every new starters' employment.

### Definition of Buddying

Buddying is a knowledge-sharing method in which a peer, usually of a similar role or level of responsibility, is assigned as a first point of contact for a short period of time to provide advice and support and ensure a smooth transition.

### Principles of the Loughborough Induction Buddy Scheme

- A Buddy will be assigned by the line manager to a new starter, using the guidance available
- The buddy will be identified prior to the start date
- The buddy will have the option to join the Induction Buddy Network and attend the bi-monthly, hour-long forums
- The buddy will have support from the line manager
- The buddy will have time booked in the Induction Schedule to meet the new starter on their first day
- The buddy will maintain a formal buddying relationship for a minimum of 6 months and up to a year
- The buddy will have flexibility around the frequency of contact, method of contact, such as face-to-face 1-1s, MS Teams meetings, email or phone etc
- The buddy will not act as a line manager, in such as they are not expected to allocate tasks, set objectives, lead PDR reviews or lead on policies such as disciplinary or grievance
- Both the buddy and the new starter have the option to terminate the relationship with agreement of the line manager. If this occurs in the first 6 months a replacement buddy will be allocated
- If a buddy is no longer able to fulfil the buddying relationship within the first 6 months, a replacement buddy will be allocated

### Benefits of a buddying scheme for New Starters

Buddying is a key element in ensuring induction is a successful and positive experience. The new starter has informal support and guidance from a friendly and easily approachable person, from their first day and throughout their induction. Having an assigned buddy will help new starters to settle into their role and the University more quickly and effectively. It will help prevent possible feelings of isolation or feeling unsupported. There will be an opportunity to ask questions, seek explanations and understand the culture more effectively.

Buddying is a mutually beneficial relationship. The buddy also develops and benefits from this relationship by supporting others, share their knowledge and experience, developing communications skills, taking on a role of responsibility and expanding networks.

### **The Buddying Role**

The buddy will be expected to provide informal support and guidance to a new member of staff, which may include, but not necessarily be restricted to:

- being available to provide information and guidance in a friendly, supportive, confidential and non-judgemental manner.
- accompanying the new member of staff for lunch on their first day
- facilitating networking, by introducing the new member of staff to other colleagues around the School or Department, or by being able to answer the question “who was that?”
- introducing new staff to the culture of Loughborough University, by answering the question ‘what’s it really like around here?’
- answering day to day questions, that may not necessarily be about that individual’s job role.
- providing/arranging tours of the office, the School/departmental and the wider campus
- showing the new starter the non-academic facilities on campus, such as eateries, shops, sports facilities, banks and the pharmacy

### **The role of the buddy does not include:**

- recruiting the individual
- planning and implementing the new starter’s induction
- answering questions about contracts of employment or other HR issues
- allocating work tasks, setting performance objectives or leading probation review meetings
- allocating training and development for the new starter

These activities remain the responsibility of the new starter’s Line Manager/Probation Adviser.

### **Who should be the buddy?**

The buddy should be someone who will actively and positively engage with the role. They should have some level of experience of the University and preferably be from the same area of their School or Department. Ideally, they would be a peer and have some experience of or familiarity with the new starter’s role. The line manager should trust the individual to be a buddy in the spirit of the culture of Loughborough University. The buddy should not be the new starter’s line manager.

**Points to consider:**

- The buddy should be consulted prior to being given the task
- The buddy should have capacity to be able to support the new starter
- The buddy should understand all elements of the role
- The buddy should be aware of the online resources
- The buddying role can be a PDR Development Objective
- The buddy should know who to direct the new starter to regarding issues out of their remit, such as counselling, Occupational Health and the EAP scheme