



Managing My New Starter

Work Design

How to Manage a New Employee

Outcomes

- An understanding of the importance of the onboarding process.
- An understanding of what a manager needs to do to prepare the employees arrival.
- An understanding of what the employee should be doing on their first day, first week and in their first month.

How to Manage a New Employee

A new employees first few weeks at your company are the most crucial part of the employee experience. A good onboarding process is memorable and helps set the scene of what working at your company is like.

This how to guide will cover:

- How to onboard your new employees (new starters) into [the company].
- Choose items that are appropriate to the new starter's specific needs.
- The onboarding activities that need to be planned and completed.

Before They Start

Create your onboarding plan

Before an employee commences, you should create a plan for your new starters onboarding activities. Ensure you include:

- A welcome process.
- Onboarding tasks that you and your team will lead.
- Onboarding tasks that the new starter is responsible for completing independently.
- Completion of any team onboarding activities.
- Time for feedback and independent practice.
- Consideration of a buddy for your new starter.

Once this is complete, make sure everyone in the team and anyone else involved in the new starters onboarding activities is well briefed. Also, make the wider team aware of the new starter arriving by email, department newsletter or introduction in a team meeting. Inform your new starter about their first day start and finish times, where they will be working, what to wear and bring, who they will be meeting with, what they will be doing, options for lunch and a contact person for questions. It is also a good idea to provide them with a map of where to park and where to meet their manager.

Request IT Access, Computer, Phone & Building Access

- Identify the other systems your new starter needs –make sure to raise this with IT or another relevant person
- Ensure your new starter is added to the appropriate distribution lists and any relevant reoccurring meetings, i.e. team meetings.
- Identify what equipment the new starter will need and ensure that these are requested or allocated, for example, uniforms, PPE (Personal Protective Equipment).
- Ensure the new starter is enrolled in any role-specific training.

First Day

The first day is a great time to build your relationship with your new starter and demonstrate that you value them.

Welcome and orientate your new starter:

- Greet and welcome the new starter and brief them on the plan for their onboarding.
- Lead the initial orientation in the workplace.

The following tasks may be delegated to another team member if this is more appropriate:

- Introduction to the immediate team.
- Location of toilets, where to store belongings, kitchens and their desk.
- Health and Safety induction.
- Collection and issuing of equipment such as computer and phone.

Check-in at the end of their first day

- Have they completed their assigned tasks?
- Do they have any questions or concerns?

First Week

Provide a detailed orientation to the workplace

Ensure your new starter is oriented into their new workplace, including the following:

- Introduction to their “buddy”
- Business protocols and policies, for example: approach to working hours, expectations, team meetings.
- Location of everyday equipment, support services, facilities and places to buy food.
- General equipment, e.g. printer, lighting, how to report any issues with equipment.

Discuss context, deliverables, goals, and expectations

It is important to give the new starter enough context and guidance to understand what they are being asked to deliver and why it is important. Some items you should cover include:

- Where their role fits into the team as well as the wider team/unit.
- The team plan and how this aligns with the business plan and overall business strategy.
- The identified deliverables and goals for their role.
- Expected behaviours and values of the role and team.

Keep checking in with your new starter

Some questions you may ask:

- How are you progressing with the onboarding tasks?
- What task have you found the most insightful?
- What task have you found the most challenging?
- Do you have any concerns or questions?
- What are your next steps and main priorities?

First Month

Keep checking in with your new starter (minimum weekly)

- Check that they are progressing through all their assigned activities.
- Check they know who and where to go for more information.
- Ensure your new starter is fully oriented into their new workplace.
- Make sure they know how to use the equipment and systems.
- Keep introducing them to relevant colleagues, customers, stakeholders.
- Follow up on induction day, discuss what they have learned and if they have any questions.

Additional information

People leader systems and processes.

Our team members rely on their people leader to complete actions, including:

- Managing and approving time and leave.
- Creating a vacancy.
- Checking payroll weekly.
- Recommend looking at the business intranet or team page.

Briefing the team about their team and unit work plan.

Great leaders know their people well. Arrange for a people leader or someone who knows the team well to brief the new employee about their team:

- Overview of the team members strengths, preferences and team dynamics.
- Existing flexible working arrangements and pre-approved leave.
- Access to position descriptions.
- Description of team protocols, operating practices and rhythms.
- Progress on team member goals, barriers to achieving goals and any current performance management actions.
- Progress on team deliverables, including obstacles and recent successes.
- Key initiatives and projects which the team may be involved in or which may impact them.