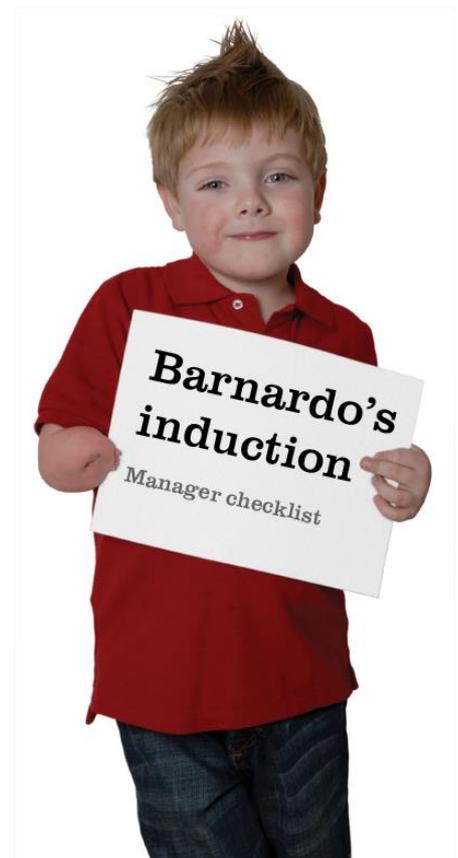


## New Starter Induction and On-boarding

Checklist items refer to all staff unless stated otherwise.



## Introduction and overview

Thank you for downloading and using this guide to support your new starter's induction and on-boarding.

As you know, a new employee's first few days and weeks in their new role is an exciting time for them, but may also be an anxious one. The purpose of this checklist is to guide you through some of the support that, as a line manager, we need you to offer your new team member. It highlights the checks that you need to make to ensure that their induction and on-boarding is progressing effectively and to schedule.

On-boarding is a term you will see used frequently nowadays alongside induction. Broadly speaking, it refers to the more 'social' aspects of induction, such as meeting team members, understanding how the new starter's job links to that of other team members, and local knowledge (even such as how the tea club works!). On-boarding is also about early engagement with your new starter – typically before they start – building on the excitement that goes with starting in a new job, especially one with Barnardo's.

Alongside on-boarding, there are the more formal aspects of induction that need to be completed. These are very important as they help to ensure that your new starter receives important information early on, which helps to keep themselves, colleagues and those who use our services safe.

The checklist is divided into a number of sub sections, in chronological order, starting with what you need to do before your new starter arrives, and taking you through to the conclusion of their probationary period. When completed, a copy of the checklist should be retained on your new starter's electronic staff file.

It is recommended that you assign your new member of staff a workplace 'buddy'. This is typically another team member who helps to support your new starter, such as through introducing her/him to new colleagues and answering some of their 'how do I?' questions. There is a short guide to buddying at the end of this checklist.

Good luck - your support for your new starter can make a real difference. If you have any feedback on this checklist, please email

[workforcedevelopment@barnardos.org.uk](mailto:workforcedevelopment@barnardos.org.uk)

## Before your starter arrives

Please maintain regular contact with your starter during the pre-employment period - disclosures and references can take a long time. It is important to keep your starter engaged with Barnardo's during what may be an unsettling time for them.

You can start your new starter's induction and on-boarding as soon as they have confirmed acceptance of a formal job offer (which comes after pre employment checks have been completed). Once the new starter has their IT user ID and password, they will also be able to be issued with their username and password for mandatory induction eLearning courses, which may mean that they are able to complete some of these courses before their start date. To be issued with their IT user ID and password, the new starter has to be first entered on to the Oracle system.

As their new manager, it is recommended that you make contact with your new member of staff at least once a week in the run up to their first day. These contacts are informal and might be by telephone, email or even a visit to meet their new team. These contacts will help the new starter to feel welcomed, reduce any anxiety and to feel excited about starting work with your team. This section of the checklist gives you some suggestions as to what you might include in these pre-start contacts.

Your new starter should receive a welcome letter from the Chief Executive, issued by the Recruitment Centre or, for the Celtic Nations, by the Local People Team.

N.B. This checklist is based on Barnardo's requirements for induction. If your new starter is working in a 'regulated service' (e.g. Ofsted; Care Quality Commission etc), the regulator may have additional requirements.

Please discuss these with your service manager.

### Information Services and Information Technology

Before your new member of staff joins, arrange for access to the required IT systems and for a User ID with password.

Please note that for workers that do not require a login for their role, temporary logins are available on request from the IS helpdesk to allow workers to complete any required e-learning



<p>If your new member of staff is required to use Content Server Service User Recording, ensure you have added them to your file room.</p> <p><a href="#">You can read information about how to add File Room Participants by clicking here.</a></p>	<input type="checkbox"/>
<p>Ensure that your new starter is included in the worker pop up for adding contact recording Editing File Room Pop Ups if necessary.</p> <p><a href="#">You can view the Editing File Room Pop Ups guide by clicking here</a></p>	<input type="checkbox"/>
<p><b>Local – preparing your new starter</b></p>	
<p>Ensure that you have communicated any arrangements for your starter’s first day to them eg:</p> <ul style="list-style-type: none"> <li>▪ Dress code for work place</li> <li>▪ Expected hours of work for first day</li> <li>▪ Car parking arrangements</li> <li>▪ Staff check in procedure for arrival</li> <li>▪ A small amount of information on the starter’s immediate team eg names and roles</li> <li>▪ An overview of where they fit into the wider organisation, enabling the starter to exercise good judgement about what induction elements apply to them.</li> </ul>	<input type="checkbox"/>
<p><b>Local – preparing your team</b></p>	
<ul style="list-style-type: none"> <li>▪ Brief your team on the arrival of your new starter.</li> <li>▪ Brief your team on any reasonable adjustments that have been made (as appropriate and respecting confidentiality).</li> </ul>	<input type="checkbox"/>
<p><b>Local – preparing a buddy for your new starter</b></p>	
<ul style="list-style-type: none"> <li>▪ Agree and brief a buddy for your new starter.</li> <li>▪ Refer the buddy to the <a href="#">guide included as appendix A</a> of this checklist.</li> </ul>	<input type="checkbox"/>
<p><b>Policy, including Probationary and Transitions Period</b></p>	
<p>Familiarise yourself with the requirements of the <a href="#">Probationary and Transitions Period Policy</a>.</p>	<input type="checkbox"/>
<p><b>Reasonable adjustments</b></p>	
<p>If your new starter has a disability, discuss with them any reasonable adjustments that may need to be made. If these are made within the first 6 weeks, Barnardo’s may be able to claim up to 100% of the cost via the <a href="#">Access to Work scheme</a> in England, Scotland and Wales (a separate scheme applies in Northern Ireland).</p> <p><a href="#">You can read Barnardo’s manager’s guidance on disability by clicking here.</a></p>	<input type="checkbox"/>

## Your new starter's first day

<b>Children's Services</b>	
Check that your new starter has read the <a href="#">policies and procedures relating to Safeguarding Children</a> , including issues relating to professional boundaries.	<input type="checkbox"/>
Check that your new starter has read the <a href="#">policies and procedures relating to Information Recording</a> .	<input type="checkbox"/>
<b>Health and Safety</b>	
Work through the <a href="#">Barnardo's First Day Health and Safety &amp; Welfare Induction Training Checklist by clicking here</a> with your new starter.	<input type="checkbox"/>
<b>Induction Learning Plan</b>	
Confirm that your new starter has accessed a copy of the new starter Induction and On-boarding Learning Plan through the Induction website.	<input type="checkbox"/>
<b>Induction website &amp; b-hive</b>	
Check that your new starter has accessed the induction website and has completed the 'before you start' section.	<input type="checkbox"/>
Check that your new starter knows how/where to access b-hive.	<input type="checkbox"/>
<b>Information Services and Information Technology</b>	
Ensure that the individual is able to access eLearning resources:  Details of their login and password for the eLearning systems is sent to them by email when their Barnardo's login is created.	<input type="checkbox"/>
Complete any of the actions listed above under 'before your new starter arrives' if they have not yet been finalised.	<input type="checkbox"/>
<b>Local</b>	
Provide your new starter with a tour of your building and premises.	<input type="checkbox"/>

<p>Confirm with new starter local work arrangements e.g:</p> <ul style="list-style-type: none"> <li>▪ Hours of work</li> <li>▪ Time Off in Lieu</li> <li>▪ Flexi time systems in use</li> <li>▪ Annual leave entitlement</li> <li>▪ Signing in</li> <li>▪ Absence procedure</li> <li>▪ Leave arrangements</li> <li>▪ Sick pay</li> <li>▪ Travel and subsistence expenses procedures.</li> </ul>	<input type="checkbox"/>
<p>Provide your new starter useful information on their place of work eg:</p> <ul style="list-style-type: none"> <li>▪ Telephone and office protocol and important key numbers</li> <li>▪ Office procedures</li> <li>▪ Team meetings</li> <li>▪ Diaries</li> <li>▪ Refreshment arrangements.</li> </ul>	<input type="checkbox"/>
<p>Discuss the local / regional / national Diversity Networks (BAME, Disability and LGBT) with your new starter</p> <ul style="list-style-type: none"> <li>▪ Encourage attendance</li> </ul>	<input type="checkbox"/>
<p>Introduce your new starter to team members and other immediate co-workers.</p>	<input type="checkbox"/>
<p>Explain how MyPlace and i-expenses is used:</p> <div style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>▪ If your new staff member will be using a vehicle for business purposes (other than for commuting to and from a usual place of work) it is a legal requirement that the vehicle is registered on i-expenses.</li> </ul>	<input type="checkbox"/>
<p><b>Required learning – mandatory induction course for all new starters</b></p>	
<p>Confirm with your new starter that the following mandatory induction courses must be completed within two weeks:</p> <ul style="list-style-type: none"> <li>▪ GDPR (General Data Protection Regulations)</li> <li>▪ Equality, Diversity and Inclusion</li> <li>▪ Health and Safety (Foundation)</li> <li>▪ IT Induction ('Introduction to IT in Barnardo's')</li> <li>▪ Safeguarding.</li> </ul>	<input type="checkbox"/>

## Safeguarding Code of Conduct - all

Check that your new starter has read and signed Barnardo's Safeguarding Code of Conduct and discuss its implications with them. This is covered in the [Safeguarding & Protecting Children Policy and Procedure](#).



## Your new starter's first week

### Children's Services

Ensure that your new starter is enrolled on the Core Child Protection Training – Module I. Completion is mandatory in the first six months.



Discuss with your new starter the [Complaints and Representations Policy](#).



If your new starter is a Newly Qualified Social Worker consider registering them on the funded [Department for Employment \(DfE\) Assessed and Supported Year in Employment \(ASYE\) programme](#). This programme is for staff in England only.



Contact the Workforce Development Team for more information.

### Induction Learning Plan

Review your new starter's progress through their Induction Learning Plan.



### Induction website

Check that your new starter has accessed the induction website and has completed all the sections up to and including 'your first week'.



### Information Services

If you have been unable to assess your new starter's IT skills during the recruitment process, check whether or not they can use a PC.

If your new member of staff cannot use a PC you will need to enable them to develop a few basic IT skills within the first week of their induction. This needs to include:

- Switching on a PC
- Using a keyboard to input information
- Using a login and changing a password
- Using a mouse to change the cursor location and make selections (Note: showing them how to play solitaire is a good way to manage this).



<p>Talk them through signing into Content Server and navigating to the user guides and eLearning content on the Barnardo's IT pages.</p> <p>Note: Install Content Server for them. They will learn how to use Radia for themselves in the next section.</p>	<input type="checkbox"/>
<p>On completion of the Content Server course explain how Content Server is used within the individual's service/department.</p> <p>Help your new starter to understand how IT will be used by them in their new role. Use this opportunity to identify additional IT training needs they may have.</p> <p>Ensure your new starter has registered for the mandatory IT Induction – 'Introduction to IT in Barnardo's' (to be completed within the first two weeks).</p>	<input type="checkbox"/>
<b>Local</b>	
<p>Outline your business objectives of your service, department, section or area to your new starter.</p>	<input type="checkbox"/>
<p>Check that your new starter is aware of any immediate work that they are required to take on from their predecessor or colleagues.</p>	<input type="checkbox"/>
<p>Make sure your new starter understands any filing and recording systems that you use.</p>	<input type="checkbox"/>
<b>Policy, including Probationary and Transitions Period</b>	
<p>Check that your new starter has read the <a href="#">Employee handbook</a> as agreed in their letter of appointment.</p>	<input type="checkbox"/>
<p>Discuss how you apply the Barnardo's supervision and appraisal system in your work environment.</p>	<input type="checkbox"/>
<p>Explain the key elements of the <a href="#">Probationary and Transitions Policy</a> as they apply to your new starter.</p>	<input type="checkbox"/>
<p>Check that your new starter has read and understood <a href="#">Barnardo's Basis and Values</a>. Discuss how they can apply this to their role.</p>	<input type="checkbox"/>
<p>Confirm that your new starter has read Barnardo's <a href="#">Equality and Diversity Code of Conduct</a>.</p>	<input type="checkbox"/>
<b>Required Learning - Mandatory Induction Courses</b>	
<p>Check that your new starter is making good progress towards completing all mandatory induction courses within two weeks of start date:</p> <ul style="list-style-type: none"> <li>▪ GDPR</li> <li>▪ Equality, Diversity and Inclusion</li> <li>▪ Health and Safety (Foundation)</li> <li>▪ IT Induction ('Introduction to IT in Barnardo's')</li> </ul>	<input type="checkbox"/>

- Safeguarding

## **If your new starter is also a manager/team leader:**

### **New managers**

Confirm that your new starter has made an initial introductory contact with the following

- Team members who work remotely
- Their local People Team
- Their local Health and Safety Adviser
- Their Information Services Business Relationship Manager
- Their local Finance Team (if a budget holder)
- Other specialist contacts, including external, depending on their role

## Your new starter's first two weeks

Barnardo's 2016-2025 Corporate Strategy	
Discuss the key elements of the <a href="#">Corporate Strategy</a> and how it impacts on the work of the new starter.	<input type="checkbox"/>
Fundraising and Volunteering	
Discuss how your new starter can contribute to fundraising for Barnardo's and as a volunteer.	<input type="checkbox"/>
If your new starter is working in a service that deploys volunteers, ensure that they are aware of their responsibilities for volunteers and the name of their local volunteer coordinator.	<input type="checkbox"/>
Health and Safety	
Identify health and safety training that your new starter may need, depending on their role, in addition to the mandatory induction course. This may include: <ul style="list-style-type: none"> <li>▪ Computer User safety</li> <li>▪ Moving of Objects safety</li> <li>▪ Risk assessment</li> <li>▪ Personal safety (violence at work)</li> <li>▪ Safety in the home</li> <li>▪ Basic food safety management</li> <li>▪ Annual first aid refresher training</li> </ul>	<input type="checkbox"/>
Local	
Give your new starter an understanding of the management structure in your department and across Barnardo's	<input type="checkbox"/>
Policy, including Probationary and Transitions Period	
Ensure that you have carried out any necessary risk assessments for your new starter.  <a href="#">You can read the Management of Health and Safety at Work Regulations and General Risk Assessment Guidance by clicking here</a>	<input type="checkbox"/>
Ensure your new starter has read the Barnardo's <a href="#">Whistleblowing Policy</a> .	<input type="checkbox"/>
Agree with your new starter performance objectives for their <a href="#">probationary period</a> .	<input type="checkbox"/>

## Required learning - Mandatory Induction Courses

Confirm that your new starter has successfully completed the [mandatory induction courses](#) by the end of their second week:

- GDPR
- Equality, Diversity and Inclusion
- Health and Safety (Foundation)
- IT Induction ('Introduction to IT in Barnardo's')
- Safeguarding



## If your new starter is also a manager/team leader:

### New managers

Introduce and discuss Barnardo's [Leadership and Management Behaviours \(LMB\)](#) framework, as it applies to your new manager's role.



Direct your new manager to key people and other policies, to identify their staff management responsibilities for:

- [Equality, Diversity and Inclusion](#)
- [Health, Safety](#) and [Wellbeing](#), including [sickness absence](#)
- [Managing Performance](#)



If your new starter will be managing volunteers, including interns, ensure that they are aware of the [Manager's Checklist for Volunteers](#).



## Your new starter's first month

<b>Induction Learning Plan</b>	
Review your new starter's progress through their Induction Learning Plan	<input type="checkbox"/>
<b>Induction website</b>	
Confirm your new starter has completed all sections up to and including 'your first month'.	<input type="checkbox"/>
<b>Job Description</b>	
Review the job description and discuss and clarify any areas of uncertainty.	<input type="checkbox"/>
<b>Policy, including Probationary and Transitions Period</b>	
Complete and record at least one supervision or one-to one review.	<input type="checkbox"/>
Ensure that your new starter has read and understands Barnardo's policies and procedures on <a href="#">Promoting Equality and Valuing Diversity</a>	<input type="checkbox"/>
<p>Ensure your new starter is aware of the following Barnardo's policies and their personal responsibilities:</p> <ul style="list-style-type: none"> <li>• Harassment</li> <li>• Smoking</li> <li>• Absence</li> <li>• Disciplinary</li> <li>• Grievance</li> <li>• Performance Management</li> <li>• Learning and Development</li> </ul>	<input type="checkbox"/>
<b>Staff benefits</b>	
Check that your new starter is aware of <a href="#">the range of benefits available to Barnardo's staff</a> (nb some benefits are only available after the new starter has been in post for a period of time). The benefits include the Employee Assistance Programme and Health and Wellbeing support, including for Domestic Violence	<input type="checkbox"/>

## If your new starter is also a manager/team leader:

<b>New managers</b>	
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<p>Ensure that your new manager is aware of the range of people and other <a href="#">policies</a> that may impact on their role, including their managerial responsibilities for:</p> <ul style="list-style-type: none"> <li>▪ Performance and Development Reviews</li> <li>▪ Discipline and Grievance</li> <li>▪ Learning and Development</li> <li>▪ Leavers, Change and Redundancy</li> <li>▪ Recruitment and Resourcing</li> </ul>	<input type="checkbox"/>
<p>Check that your new manager has contacted their local People Team to discuss access to training/coaching for managers in the application of people management and People policies.</p>	<input type="checkbox"/>

## Your new starter's second month

<b>Induction Learning Plan</b>	
Review your new starter's progress through their Induction Learning Plan	<input type="checkbox"/>
<b>Induction website</b>	
Check your new starter has completed all sections.	<input type="checkbox"/>
<b>Local</b>	
Staff are encouraged to visit a local service, retail outlet or regional office to gain a wider understanding of how Barnardo's works to achieve its aims for children and young people. Discuss with your new starter any visits available to them.	<input type="checkbox"/>
<b>Policy, including Probationary and Transitions Period</b>	
Complete and record at least one further supervision or one-to one review, including progress made towards probationary objectives.	<input type="checkbox"/>
Review your new starter's progress through their Induction Learning Plan	<input type="checkbox"/>

### If your new starter is also a manager/team leader:

<b>New managers</b>	
Discuss any outstanding issues/questions that your manager may have regarding their key managerial roles and responsibilities and the application of policy.	

## Your new starter's third month

Policy, including Probationary and Transitions Period	
Complete at least further one supervision or one-to one review.	<input type="checkbox"/>
<p>You should review your new starter's progress against their Job and Person Profile, competencies and agreed probationary objectives.</p> <p>If you have any concerns regarding your new starter's progress during their probationary period, which may impact on their confirmation in post, please contact your local People Team for advice and support at the earliest opportunity. Please refer to the <a href="#">Probationary and Transition Periods policy</a>.</p>	<input type="checkbox"/>
The 13-week <a href="#">Probationary and Transitions Performance Agreement</a> form has been completed.	<input type="checkbox"/>

## Your new starter's fourth month

Policy, including Probationary period	
Complete at least one further supervision or one-to one review.	<input type="checkbox"/>
Book a time slot for during month five to complete your Confirmation in Post process and begin preparatory work, in accordance with the <a href="#">Probationary and Transition Periods policy</a> .	<input type="checkbox"/>
<p>Review your new starter's progress through their Induction Learning Plan</p> <p>All sections of this should now be completed as the Barnardo's Induction Period ends.</p>	<input type="checkbox"/>

## Your new starter's fifth month

Policy, including Probationary period	
Complete at least one further supervision or one-to one review.	<input type="checkbox"/>
<p>You should review your new starter's progress against their Job and Person Profile, competencies, Induction Learning Plan and agreed performance objectives and decide whether you wish to confirm in post, following the <a href="#">Probationary and Transition Periods policy</a>.</p> <p>If you are in any doubt you should contact your local People team for advice and support at the earliest opportunity</p>	<input type="checkbox"/>

## Your new starter's sixth month

Policy, including Probationary and Transitions Period	
Complete at least one further supervision or one-to one review.	<input type="checkbox"/>
You should by now have formally confirmed your new starter in post or sought advice from your local People Team if in doubt.	<input type="checkbox"/>
The 26-week <a href="#">Probationary and Transitions Performance Agreement</a> has been completed.	<input type="checkbox"/>
Retain a copy of this completed checklist on your new starter's electronic staff file.	<input type="checkbox"/>

## **Appendix A: On-boarding - Buddying**

### **Why have a buddy?**

Having a “buddy” at work can make a huge difference to the speed at which new recruits manage to settle into their role, their team and Barnardo’s. Just knowing there is someone there to listen who is genuinely interested in helping them can make new staff members feel supported. At Barnardo’s, we recommend allocating an induction buddy for any new starter to your team.

### **Who makes a good buddy?**

A good buddy is someone who is prepared to be:

- A contact
- A friendly face
- An informal source of information on the team and department
- Someone who knows how things work across the organisation and is prepared to share that experience

### **Personal attributes of a good buddy include:**

- The ability to listen
- Openness and commitment to being a buddy – it can be a learning experience for both parties
- Good time management and self management skills
- Relevant knowledge and experience to be able to provide the right level of support
- An honest and considerate approach to giving feedback and asking challenging questions including the ability to give constructive feedback
- Ability to identify learning opportunities
- Ability to use questions to encourage new starters to think for themselves
- A willingness to learn

### **Roles and responsibilities of a buddy**

A buddy is not line managing the new starter but they are in the role of supportive colleague and friendly face. The role of buddy will be varied depending on the needs and circumstances of the new starter but could involve some or all of the following:

- Helping their new colleague to navigate their way around the department and the site – this could include short tours
- Showing them how to do aspects of their role
- Answering questions – often more than once. Buddies need to be patient as new starters take in a lot of information, often in a short time, and may need to re-ask questions in the future as events occur
- Provide information, signpost information and provide informal support
- Introducing them to other colleagues who are important to their role

- Helping them to understand the formal and informal culture and structures at Barnardo's
- Encouraging them to ask questions if unsure about any aspects of their role
- Arranging to go for coffee or lunch sometime so they can enjoy the social side of working and feel part of the team.

**A buddy is not:**

- An advisor or counsellor
- A new best friend
- A confidante

**Buddying - tips for Buddies**

If you have not done this role before it can seem daunting and this is matched by the new starter feeling a bit overwhelmed possibly by a new role and new environment. The following guidelines for approaching your first meeting will help establish your relationship:

- Arrange an informal meeting, over coffee is a nice touch but not necessary.
- Outline your role, experience and why you are their buddy
- Find out about their professional background and experience and identify their understanding of the "buddy" relationship and how it will work
- Clarify expectations they can have from you
- Arrange a good time to take them around to understand the layout of the workplace and whilst doing this introduce them to key people relevant to their role
- Arrange to show them around the office and explain basics like how the phone and photocopier work, where things are stored, where to get stationery, key documents and policies and anything else that will make it easier for them to settle into the role
- Explain any office events such as tea club, shared birthday collections etc and make sure they are added to informal contact lists
- Get to know a bit about them as an individual outside of work but not too many questions!
- Make sure they know they can ask you anything in regards to work and you will be happy to help – it is important to stress this as often new members of the team are reluctant to ask as they don't want to get off on a bad foot with their new colleagues.