

Guidelines for Line Managers

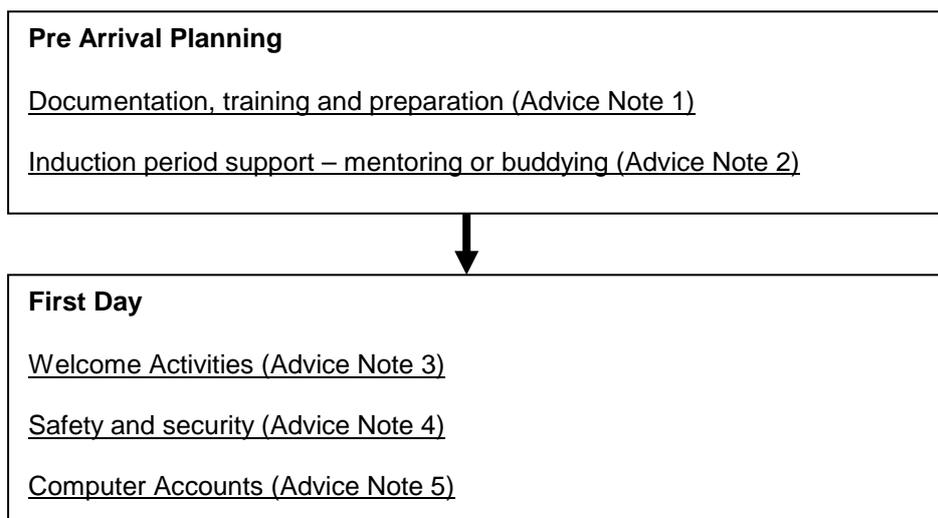
A well-planned and executed induction should:

- ◆ make new members of staff feel welcome
- ◆ provide an introduction to the College
- ◆ give an insight into other people's jobs
- ◆ provide essential background information to assist new members of staff with their own work
- ◆ clarify job expectations and initial objectives

The Line Manager's role is to ensure induction meets these requirements so that every new member of staff has a strong start in their new role and feels part of their new team as soon as possible.

If delegating elements of induction, Line Managers must ensure the inductor has all the knowledge required to carry out the induction properly.

These Guidelines have been produced to help Line Managers prepare for the induction process prior to the arrival of a new member of staff. Key information has been divided into Advice Notes.



A new member of staff's induction to the College is supported by a range of resources:

- ◆ Staff Information Pack and Imperial College DVD (sent to the new member of staff by Human Resources)
- ◆ [Induction web pages](#)
- ◆ Staff Induction Pack and Information Guide
- ◆ ['Imperial Insights'](#) induction session offered by the Learning and Development Centre (LDC)
- ◆ [New Leaders and Managers at Imperial](#) (webpages)

As an example of a fully integrated induction, an outline of the programme delivered by the Imperial College [Library](#) has been included at the end of these Guidelines.

PRE-ARRIVAL PLANNING

Documentation, Training, and Preparation (Advice Note 1)

Confirm Start date with the new member of staff

Confirm start date, time, and the name of the individual who will be meeting the new member of staff on the first day. Provide a map of the site, indicating where and to whom she/he should report. Communicate this to the new member of staff. Ensure you (the Line Manager) are available on the start date and book time out to dedicate to the new member of staff.

Preparation of Staff Induction Pack

The responsibility for completing the inserts in the Induction Pack rests with the Line Manager. Please click on the links below for Word versions of the inserts:

- ◆ Your Contact Details – fill in the contact details of the new member of staff
- ◆ Key Contact Details - include the new member of staff's direct team and any other useful contacts (for example Department Safety Officers, key suppliers, HR contacts, contacts in the Faculty, and people with similar roles elsewhere in the College).
- ◆ Induction Programme – fill in the details of the person responsible for each element of induction. The 'local source' should be the name of a colleague working directly with the member of staff, for example the Line Manager or inductor. 'Other sources' are the names of colleagues outside the member of staff's direct team.

The Induction Programme recommends activities for days 1 to 5, but allows planning of induction related events further into the future. It is particularly important that you think through the new member of staff's first few days in their new role and plan appropriate tasks for them to enable early success.

- ◆ Training Plan - detail any local job-specific training at departmental or College level including safety training. Also book the new member of staff onto "[Imperial Insights](#)", the College's induction session, which includes an option to attend a choice of two short workshops to help staff in identifying their own training and development needs. Ensure to include the date in the relevant space of the training plan.

Disability Support

Assess whether the new member of staff requires any additional equipment or system / equipment alterations due to disability. The Disability Officer should be contacted if a Personal Emergency Evacuation Plan (PEEP) is required. For more information refer to [Disability Support](#).

Working area for new member of staff

Arrange a working area with appropriate hardware and software:

[Desktop PC purchase and renewal](#)
[Software Purchases](#)

Telephones

Telephones, fixed extensions, mobile phones or Blackberrys have to be ordered via the Telecoms Representative for your department/division. Relevant advice and a list of Telecoms Representatives are available on the [telephony](#) web page.

The Telecoms Representative will need to be told precise requirements before passing them on to the Telecoms Department's orders team. See the web page on [how to make a telecoms order](#) for more information and sample correspondence. [Telephone User Guides](#) are also available.

ID Card Access

ID cards are required to access relevant College buildings and facilities. [Advice Note 4](#) explains how ID cards are collected on the first day. Changes to the level of access can, however, be requested through the Building Manager, the Head of Department or the Departmental Administrator who will contact the Access Control team.

Update Local Contact Lists

Ask the appropriate administrator to ensure that the local group / divisional / department and Faculty contact and distribution lists / directories are updated with the new member of staff's details.

Induction Period Support – Mentoring or Buddying (Advice Note 2)

It is recommended as part of the College induction process that all divisions and departments make arrangements for the mentoring of new members of staff.

Induction mentoring

An induction mentor/buddy is assigned to a new member of staff to help them through their first weeks at Imperial. They should be someone other than their Line Manager who is familiar with their working role and department. The mentor is there to help the new member of staff understand the workings of their individual department, policies and procedures, and where to go for sources of other information. The mentor may also be someone the mentee can talk to about possible ways of dealing with any issues or concerns they have.

The LDC's [mentoring](#) web page provides further information and support on the mentoring process.

FIRST DAY

Welcome Activities (Advice Note 3)

- Ensure your availability to greet the new member of staff and show them where they will be located.
- Go through the information in the Staff Induction Pack and Information Guide and ensure the activities listed for the first day on the Induction Programme are completed. Outline the induction activities planned for the remainder of the induction period.
- Show new members of staff the dedicated [web pages](#) with all the information that new staff need before they start, on their first day and during their first few months of employment. The web pages have been designed to assist new staff to navigate around the College website and obtain the relevant information they require quickly and easily.
- Confirm the major components of the job including the main tasks, responsibilities, working hours, the [probation period](#) and the [PRDP process](#).
- Complete the Day 1 Safety Induction Checklist (see [Advice Note 4](#)).
- Introduce the new member of staff's 'buddy'/induction mentor.
- Carry out a tour of the workplace, building and campus and collect ID card from Security.
- Send an introductory email to the new member of staff's group /team/ department providing a summary of their prior experience and a description of their role and duties.
- Introduce the new staff member to their immediate work colleagues and other key contacts.
- Ensure that the new staff member has registered for network/email access (see [Advice Note 5](#)).

Good Practice

Research Office

In the Research Office, Line Managers are encouraged to organise an informal social gathering with the new staff member's immediate work colleagues during the first week of joining. This includes team members from other campuses as well as local key contacts.

Faculty of Engineering

The Faculty of Engineering invites new academic staff to an informal session to meet the Faculty Principal and Faculty support teams. This is a chance for academics to ask any questions that have arisen during their first months at the College and for Faculty staff to build up personal relationships with their academic colleagues.

Safety and Security (Advice Note 4)

Complete the College Day 1 [Safety Induction Checklist](#). Departments and Divisions may have supporting documentation: please check your departmental / divisional website. Please note that a new member of staff will not be able to obtain their ID card without providing the completed checklist.

Make new staff and students aware of:

- Their safety responsibilities under the College [Safety Management System](#).
- The local arrangements, organisation and support for health, safety and environment (including recycling and waste disposal), in their Department / Division. Line Managers should also run through any Codes of Practice/Local Rules.
- Highlight the [Occupational Health Department computer workstation set up checklist](#) which must be completed by the new member of staff, and advise them that they must inform the Dept DSE Assessor of any adverse findings. The checklist should be retained by the Dept / Division as per their local procedures.
- Safety-related training needs for new staff members must be determined. The safety training required must be relevant to the Job Description. A list of [training courses](#) and booking details are available on the Safety Dept webpage.
- If your Department / Division requires additional safety induction for certain areas i.e. labs, workshops or certain facilities, ensure this is completed as described in the Department / Divisional procedures.
- Ensure that the new staff member knows the following:
 - ◆ The following substances must not be brought onto site: radioactive substances, hazardous and or genetically modified pathogens, explosive or otherwise hazardous substances until approval has been granted (locally by your Safety Officer and centrally by the Safety Department).
 - ◆ For high risk activities such as work with lasers, animals, insects, ionising radiation, hazardous pathogens or genetically modified organisms, work must not begin until the new starter has attended a centrally-run training session(s) in the College and has been registered for this type of work, and risk assessments/controls are in place. Contact the Department Safety Officer or Faculty Safety Manager for further advice.

Security ID card

Take the new member of staff to the ID card/Access Control office to obtain a staff ID card. The Security website provides a list of the ID card/Access Control Office [opening times](#).

Before Security will issue an ID card, the new member of staff will need to produce:

- ◆ their contract of employment
- ◆ their completed and signed Day 1 Safety Induction Checklist

Computer Accounts– Advice Note 5

New staff will automatically be provided with a username (login name) and password for access to the College computing facilities.

Arrange for the new member of staff to have access to a departmental computer so that they can activate their account and be provided with an email address by following the instructions on [how to register for a computer account](#) on the ICT website. Please note that staff must have obtained their Security ID card and allowed one hour to pass before trying to activate their account.

ICIS Accounts are created for all new members of staff shortly after the College Logins have been setup, and can be accessed using your College username and password.

New accounts will have no responsibilities assigned, therefore members of staff will need to request access to responsibilities and also register their IP addresses. This can be done via the online ICIS Authorisation form on: <http://www.imperial.ac.uk/ict/servicedesk/icis/>.

Further information on ICIS can be obtained from the web page <http://www.icis.ic.ac.uk/>.

Advise the new member of staff to read ICT's [Information for New Staff](#) web page which contains useful information.

If you encounter any problems contact the Service Desk on extension 49000 or email service.desk@imperial.ac.uk.

Good Practice – Imperial College London Library Induction Programme

The Library has organised a comprehensive Induction programme comprising individual induction to the immediate workplace followed by group induction to the library service as a whole. The programme lasts for seven weeks with sessions lasting approximately half a day per week.

The aim is for new staff to:

- ◆ *Gain an understanding of the overall service to College, the work of the Library teams and its significance, and how the individual's role fits;*
- ◆ *Meet colleagues from across the service, including the campus libraries;*
- ◆ *Participate in customer service training and gain an understanding of the library service ethos.*

*Week 1 Introduction – what, why; culture and communication
Tour of Central Library*

*Week 2 Public Services team
Disability awareness*

*Week 3 A Faculty Support Services directorate team
Educational Development team
Visit to a department library*

Week 4 E-Strategy and Information Resources directorate

*Week 5 Library Leadership team
Administration team*

*Week 6 Faculty Support Services Medicine team
Visit to a medical campus library*

Week 7 Service skills