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**How to manage remote and mobile workers**

Remote or mobile workers are those who are not based at one particular location within the University. They may spend some of their time working from home or, as because of the nature of their work, spend a proportion of their working hours based in different University sites away from their main team. Some mobile workers may not have an office or desk of their own, but use hot-desking facilities.

There can be many individual and organisational benefits to mobile working, but it can require a different style of management when staff and teams are not in regular face to face contact or in the same location. Managers should consider:

* Set clear goals, actions and objectives for the worker, and be clear how you will measure progress against them.
* Utilise technology for keeping in touch and team communication. Consider using Skype, IM, Lync or Slack. Encourage the team / individuals to let people know where they are working.
* Ensure that 121 meetings are scheduled regularly. Note that they may need to be longer than more typical 121s if you don’t meet face to face on a regular basis.
* Team meetings or events will be even more crucial in terms of team building and relationships. Ensure that meetings take place on a regular basis.
* Ensure that you make contact on a regular basis with mobile members of staff to check in with them.
* If you have any local rules or requirements, for example, requiring mobile staff to share their locations then ensure that these are communicated and understood.
* Ensure that when mobile workers come into a main office location, there is space for them to work effectively. It may be appropriate to set local arrangements about how often you would like a mobile worker to attend a main team office.
* If only one or two of your team are mobile workers – don’t forget about them! Make sure they receive any relevant information that is shared face to face with others.
* If any concerns arise in relation to the mobile working raise these immediately – don’t wait for a formal performance review.