**How to onboard your new starter during the partial campus closure**

It is more important than ever that managers ensure new starters have a great experience of joining the University (or switching jobs internally). Starting a new role can be daunting and it is your responsibility as a manager to support them and ensure they are provided with the knowledge, equipment, and access to the systems and people they need to get off to a great start.

Staff L&D have produced full induction guidance and a checklist for new starters which remains essential whether someone is joining as a remote worker or on campus. Ensure it is completed thoroughly and re-visit it throughout probation and again if necessary when campus re-opens.

Below are some FAQs about how you many need to approach onboarding slightly differently in the coming months.

**I have recently interviewed a candidate and want to appoint. What are my next steps?**

As usual, you should send the New Appointment Form (together with their references) to [hrservices@manchester.ac.uk](mailto:hrservices@manchester.ac.uk). You should highlight if you are asking HR Services to obtain a certificate of sponsorship for a visa.

**My new starter is working remotely; do they need to come to HR Services on their first day?**

No. HR Services Reception is currently closed. Your new starter will be sent all the relevant forms to complete and return online. In line with temporary government rules, a member of HR Services staff will contact them directly to complete a right to work check remotely by video call (which will have to be repeated in person when HR Services re-opens). DBS (criminal records) checks, if required, will also be conducted by video call.

**My new starter is working on campus; how do I arrange an ID badge for them so they can access buildings and facilities?**

Staff ID badges are produced by the HR Services Reception team, who are currently working remotely. Please e-mail [hrservices@manchester.ac.uk](mailto:hrservices@manchester.ac.uk) to let them know that your new starter will be working on campus and needs a badge, and Reception will contact them to arrange this. Wherever possible we will arrange for the badge to be produced and posted to the individual’s home address without the need for them to physically attend HR. If they do need to attend physically, this will be arranged by appointment only.

If your new starter is not currently required to work on campus, please wait until they are preparing to return before requesting a badge.

**How do I obtain IT access for a new starter while HR Services is working remotely?**

Once your new starter has completed and returned their documentation, and undertaken the remote right to work check, HR Services will generate and provide them with their staff ID number. They can then follow the usual instructions for setting up their IT account (<https://www.itservices.manchester.ac.uk/help/new-staff/>) .  Note they will usually need to allow 24 hours from the number being provided to them from HR for their account to become activated by IT.

IT Services have produced a guide to working remotely which is downloadable at:<http://documents.manchester.ac.uk/display.aspx?DocID=48527>and further support is available from the IT Support Centre by calling +44 (0)161 306 5544 (or extension 65544) or logging a request via the IT Support Portal.

**My new starter needs a University laptop or other equipment. Can they order and claim on expenses?**

No, the University’s expenses policy does not cover the purchase of items such as screens, laptops, desks and chairs. You can request a University laptop loan via the IT Support Portal on their behalf. Other equipment to be procured on their behalf should be purchased by raising a requisition in the iProcurement system. Note that additional approval is needed by SLT for any purchases at present, and you can read the latest updates from Finance on the Procurement pages on Staffnet: <https://www.staffnet.manchester.ac.uk/procurement/>

**My new starter needs a work phone while working remotely, how do I arrange this?**

A request should be submitted through the IT Support Portal. Guidance, model choices and tariffs options are detailed here: <https://www.itservices.manchester.ac.uk/ourservices/popular/telecoms/mobile/>

**Do I still need to complete the Health & Safety Induction if my member of staff is working remotely?**

Yes. It should be discussed in the context of current working arrangements. You should repeat it again once back on campus.

**What advice can I give about working safely at home?**

There is guidance on setting up a work area at home available on Staffnet: <https://www.staffnet.manchester.ac.uk/coronavirus/faqs/working-from-home/#safe1>

**How should I go about arranging an Occupational Health referral for my new starter during the partial campus closure?**

Occupational Health Services are available but should be contacted by e-mail only during the partial campus closure. The address for the team that handles staff referrals is [millocchealth@manchester.ac.uk](mailto:millocchealth@manchester.ac.uk) (note there is a different address for undergraduate student referrals).

Please note that in most cases referral appointments will be conducted via the telephone during the campus closure, rather than in person.

**My new starter has a query about their payslip; who should they contact?**

The Payroll team are available but should be contacted by e-mail only during the partial campus closure. Any payslip queries that you cannot answer for them should be sent to [hrservices@manchester.ac.uk](mailto:hrservices@manchester.ac.uk).

**My new starter has a question about the pension scheme; who should they contact?**

The Pensions team are available but should be contacted by e-mail only during the partial campus closure. Their address is [pensions@manchester.ac.uk](mailto:pensions@manchester.ac.uk).

**Can we still arrange visas for international workers to come to the UK?**

Yes, but please be mindful that both the process of obtaining visas internationally, and international travel generally, could be impacted by delays – for example, visa application centres in their country of origin may be closed due to lockdowns, or they may need to quarantine on arrival. You should set realistic start dates based on the information available to you at the time. Please note the Staff Visas team in HR Services cannot advise on the lockdown rules and travel restrictions in your candidates' country of origin; the candidate is responsible for their visa application and for keeping you updated on their local situation.

**How can I make my new starter feel part of the team while working remotely?**

Ensure you assign a buddy just as you would on campus. Arrange a chat by zoom or Microsoft Teams for them and attend the first one to make introductions and help them get to know one another.  Think carefully about who that buddy should be as your new starter needs someone who will reach out and engage with them more than they might if on campus.

Also set up small group meetings with other members of the team, including non-work sessions, such as virtual coffee breaks. As and when restrictions allow, consider socially distanced meet ups for the team where appropriate.

Think about who their key contacts are (including their HR Partner, and departmental contacts for IT and Finance) and again make virtual introductions so they don't feel awkward reaching out for help the first time remotely. Also think about inviting them to shadow virtual meetings they might not otherwise attend, just so they can start to put names to faces of key stakeholders and senior staff.

**How can I make my new starter feel part of the University while working remotely?**

There are a number of virtual campus tours online. See: <https://www.manchester.ac.uk/study/undergraduate/open-days-visits/virtual-open-week/#virtualtours> (but don't forget to ensure they are given a proper tour of both the campus and their building once you are able to return).

Staff L&D is running the new staff Welcome Event via virtual sessions, so make sure your new starter is registered to attend.

Encourage your new starter to keep up to date with University news and announcements on Staffnet and to attend the open staff talks that are being held virtually.

Talk to them about our Values: <https://www.staffnet.manchester.ac.uk/our-future/our-values/>.

Make sure they know we take wellbeing seriously and that there are a range of resources for them to access at: <https://www.staffnet.manchester.ac.uk/wellbeing/>

There are many off-campus staff benefits that your new starter can read more about at: <https://www.staffnet.manchester.ac.uk/human-resources/benefits/>

**What else do I need to consider as part of induction?**

Make sure you follow the guidance for managers here: <https://www.staffnet.manchester.ac.uk/human-resources/managers-essentials/welcoming-new-starters/>

Advice for the new starters themselves is available at: <https://www.staffnet.manchester.ac.uk/human-resources/new-staff/>