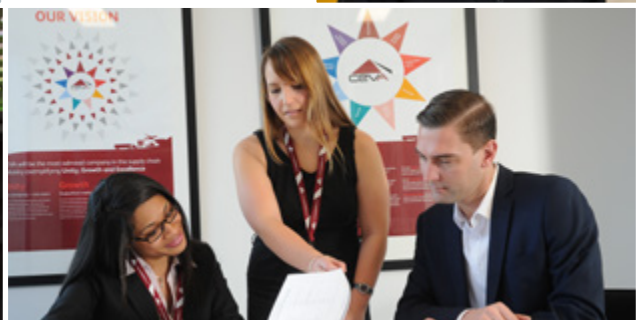




YOUR TOOLKIT FOR SUPPORTING NEW STAFF



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This document guides employers through the process of recruiting and onboarding a new team member. This isn't something you do every day so we want to help you by providing you with the key steps to work through.

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RECRUIT

Follow these steps and you'll be on your way to recruiting the best person for your team.

1	DEFINE THE ROLE	<ul style="list-style-type: none"> Write the job description and set out the expectations of the role What type of person do you need for your team? What skills, pre-requisites or qualifications do they need?
2	ADVERTISE	<ul style="list-style-type: none"> Advertise your vacancy Use the MITO Job Hub, and other online channels such as Seek and Trade Me Jobs Word-of-mouth - share as widely as possible through your networks
3	SHORTLIST	<ul style="list-style-type: none"> Once applications have been received, review and shortlist the applicants, selecting those you would like to meet with Phone the shortlist and have a pre-discussion with each one Confirm interview appointment with applicants you decide to meet
4	PREPARE	<ul style="list-style-type: none"> Prepare your interview questions - view a sample interview question list here Be mindful of what questions you can ask. Refer to Careers New Zealand for useful resources
5	SELECTION	<ul style="list-style-type: none"> Interview applicants Use information from the interviews and CVs to make your decision Conduct reference checks - at least two
6	EMPLOYMENT	<ul style="list-style-type: none"> Make your offer of employment to the successful candidate Send employment agreement for signing. Click here for further information on employment agreements
7	NOTIFY	<ul style="list-style-type: none"> Once your preferred candidate has accepted the role and returned the contract, notify unsuccessful applicants. Thank them for their interest in the role and that you won't be taking their application any further Keep unsuccessful applicants' information confidential. Destroy interview notes, CVs and application letters
8	TRAINING	<ul style="list-style-type: none"> Sign up your new team member to complete their MITO qualification Have all parties sign the MITO Training Agreement which describes the apprentice/trainee and employer roles

INDUCT

First impressions last. Now that you have recruited the best new team member for the job, make the first days on the job a positive experience. This is key for retaining staff and maintaining a good work culture.

Keep the first day simple. Introduce your new team member to your business and the team, and set expectations through an induction programme. These are important steps to helping them have a great start and understanding how they will contribute to the success of your business.

CREATING AN INDUCTION PLAN

From the start, your new team member should feel well supported and valued during their induction. A well thought-out induction spread over the first few days will help them understand the purpose, function and the tasks of the job so they can perform at their best. View a sample induction checklist [here](#).

What should I include?

Inductions are a great way to provide information on your organisation's history, values, culture, services offered, customers, staff policies, health and safety, procedures and expected behaviours.

Think about the following aspects when planning what to include in your induction:

<p>AMENITIES</p> <p>Show your employee around the workplace, highlighting bathroom and kitchen facilities.</p>	<p>BUDDY</p> <p>Assign the employee a buddy to answer day-to-day questions and help them to settle into the role.</p>	<p>TRAINING</p> <p>Provide an outline of the job and the training they can expect to receive.</p>
<p>FORMS</p> <p>Have all the forms printed and ready to go on the first day. These could be setting them up in the payroll system, IT and in-house policies, motor vehicle, health and safety information. Also cover Code of Conduct, Privacy Act, vehicle use and acceptable standards of behaviour.</p>	<p>EMPLOYEE BENEFITS</p> <p>Provide an outline of staff benefits including welfare (e.g. employee assistance programme), recreational (e.g. social clubs and teams), and financial (e.g. staff discounts, health insurance). Also cover any reward and recognition schemes as well as performance and pay review plans.</p>	<p>SPECIAL MEDICAL OR LEARNING NEEDS</p> <p>Check if they have any special medical needs and inform your first aider. If they mention they have a learning need such as dyslexia, make a note of this.</p>
<p>COMMUNICATION SYSTEMS</p> <p>Have someone show them how to log onto computers, access relevant websites and programmes, and also help them set up their telephone voicemail and email. Make sure they feel comfortable in their workspace.</p>	<p>HEALTH AND SAFETY</p> <p>Include a full health and safety briefing showing the evacuation plan, any hazards or risks, the process of reporting hazards as well as ways to eliminate and minimise them.</p>	<p>TOOLS AND EQUIPMENT</p> <p>Provide safety or other tools and equipment needed and show them how to use them. Even if they have seen the equipment before, ask to see their certificates and check they are using equipment safely.</p>
<p>CONTACT DETAILS</p> <p>Record their next of kin contact details in case of emergencies and add this to your records.</p>	<p>HOURS OF WORK</p> <p>Include the start and finish time, the importance of taking regular breaks, flexible working time, lateness, over-time and absenteeism.</p>	<p>HOW TO RESOLVE PROBLEMS</p> <p>Go through the process to report employer problems such as harassment, discrimination and bullying.</p>



TIP - INVOLVE YOUR TEAM

Consider your employee spending time with key individuals in the organisation such as managers/supervisors, technical staff who can assist with training, health and safety, payroll, IT. Assign a buddy/mentor.

MANAGE

Managing people is an extremely important role. Effective management is key to the success of any business. As a manager you are responsible for successfully leading your team by inspiring them to produce their best work for the business.

There are ranges of resources available to employers in New Zealand. If you need advice on any area of employment, consider contacting your industry association or [Employment New Zealand](#).

CREATING A GOOD WORK CULTURE

A positive work environment motivates staff and helps them to commit to the organisation. Working in a positive way with your employees to grow their performance will increase employee engagement and help your organisation to achieve its goals.

Have a look at some of the key tips for motivating your staff:



HEALTH AND SAFETY

Keeping your team members safe is a legal obligation for you as an employer. The Health and Safety at Work Act 2015 ensures everyone is responsible for creating a safe and healthy workplace. Read more about the [Health and Safety at Work Act](#). Remember, everyone is responsible for creating a safe and healthy workplace.

- 1. Know the risks** – risks to health and safety arise from people being exposed to hazards (anything that can cause harm). Common hazards include slips and falls, bullying and harassment, lifting heavy objects, handling chemicals, and more.
- 2. Make a plan** – address the most serious risks first. Your plan needs to describe how you can minimise the risks in your business. The plan will need to be updated regularly. You will also need to think about providing clear information and safe facilities for your employees.
- 3. Involve your workers** - your staff are in your business and they deal with risks you may not be aware of. You will be able to better deal with risks by involving them. It is also a legal requirement to involve your workers in health and safety in the workplace.



TIP

Visit [Worksafe New Zealand](#) for more information on health and safety and to find resources for your business.

TRAIN/MENTOR

An effective manager needs to also be an effective mentor. Providing advice and guidance as well as on-job training helps your staff grow their skills and improve their productivity.

As a mentor you will:

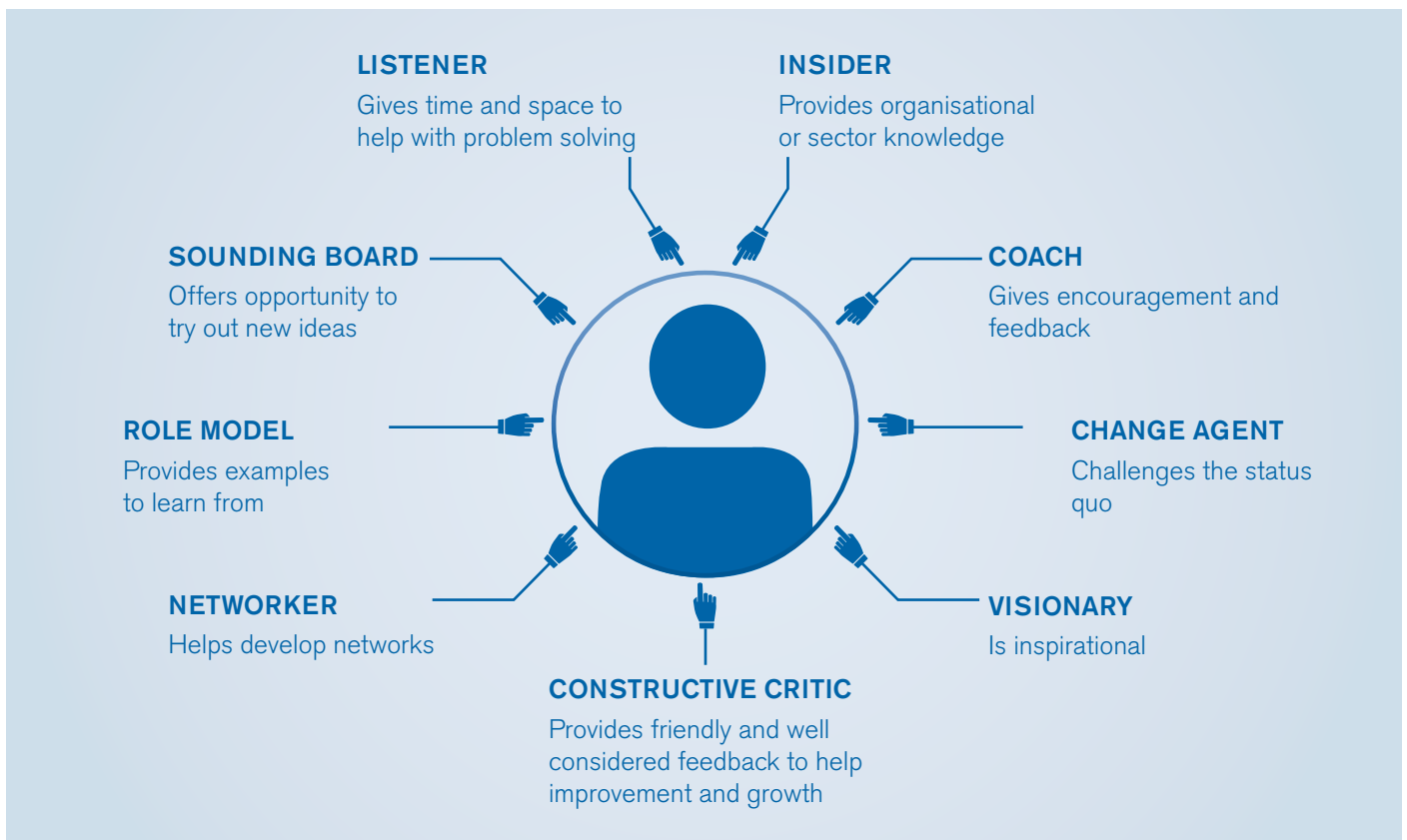
- Share your knowledge, experience and offer career advice
- Take the lead
- Help with insight into potential areas for growth and improvement
- Develop career skills
- Ensure there is focus on the goals you expect.

A GOOD MENTOR

- A good mentor is someone who is honest and encouraging and they are willing to offer constructive criticism
- A good mentor shares their experiences, gives their opinions and also encourages others to share their ideas.

A good mentor is approachable and willing to handle concerns while still maintaining a professional relationship. They will accept that individuals are at different stages of their career and may require some skill development, and will support individuals to achieve the organisation and their own career goals.

Have a look at some of the key characteristics of a good mentor:



TIP

Talk to your MITO Industry Training Advisor if you would like to learn more about involving an Industry Mentor. This is an initiative developed by MITO to support those engaged in a MITO programme.

REVIEW

PLANNING YOUR PERFORMANCE REVIEWS

Working in a positive way alongside your employees to grow their performance will increase employee engagement and will help your organisation to achieve its goals.

Employees are more productive if they know what they are required to do and receive regular feedback. This is done through a performance review.

There is real value for employers and employees to agree on details such as:

- **Clear objectives and milestones** for the employee to achieve
- Whether there will be extra **reward or recognition** for exceeding them or going the extra mile
- **Regular catch-ups**, good communication and honest feedback
- **Training and development** that the employee needs, or would benefit from, and how that will be done
- Their **career goals** and how the employer might help the employee achieve them.

Here are some tips for planning your performance reviews:

1	PREPARE	<ul style="list-style-type: none"> ▪ Schedule a review meeting ▪ Ask the employee to prepare their thoughts on their performance against the agreed objectives ▪ Refresh yourself on the position description and agreed objectives
2	DISCUSS	<ul style="list-style-type: none"> ▪ Review the feedback together with your employee ▪ Go over issues with performance and suggest room for improvement ▪ Agree how the objectives going forward will be met ▪ Agree on any training and development that may be required to meet those objectives ▪ Provide positive feedback and recognise any achievements
3	REVIEW	<ul style="list-style-type: none"> ▪ Document the review with feedback ▪ Have a summary that you and the employee sign off ▪ Keep a copy in a secure place ▪ Agree the timeframe for the next formal review



TIP

Remember that regular feedback is important for motivating performance.

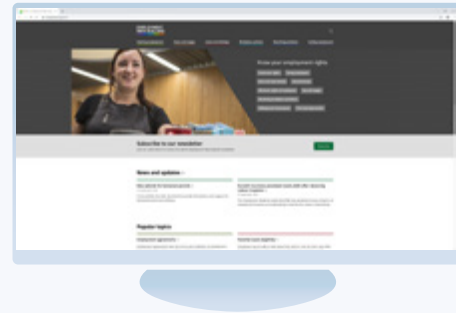
FURTHER HELP

WHERE CAN I GET FURTHER HELP?

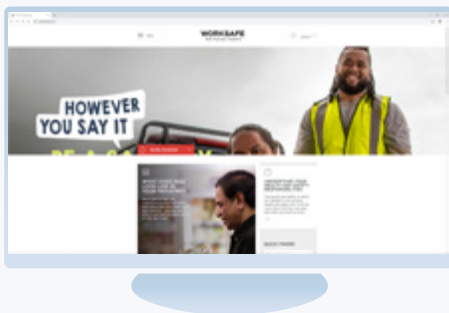
There are a range of resources available to help you as you continue on your journey as an employer.



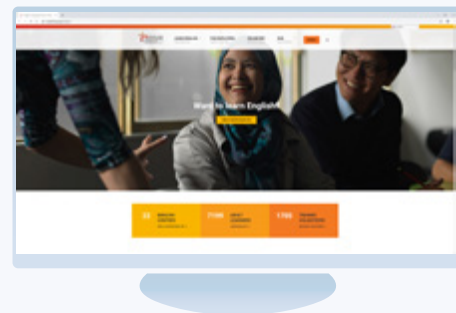
Industry Membership Associations – Industry membership associations are there to support the business interests of their members. These associations are a great place to start when seeking advice and support.



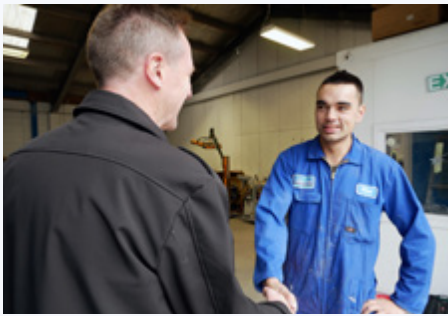
Employment NZ – Employment New Zealand is the government's website on everything you need to know about your rights and responsibilities as an employer, as well as your employee's rights. Learn about essential employment information through the free online Employment Learning Modules: [employment.elearning.ac.nz](https://www.employment.govt.nz/employment-learning-modules/)



Worksafe NZ – Worksafe NZ is New Zealand's primary workplace health and safety regulator. Find out everything you need to know about health and safety in your workplace at their website: [worksafe.govt.nz](https://www.worksafe.govt.nz/)



ESOL – If you have employees where English is their second language, consider getting in touch with English Language Partners New Zealand. Having your staff being able to communicate well brings productivity to your business. English Language Partners has resources available to help your people to work well. They also provide tuition for migrant staff who need to improve their communication in the English language. For further information, please visit: [englishlanguage.org.nz](https://www.englishlanguage.org.nz/)



Literacy and Numeracy – Workplace literacy and numeracy understanding is central for your employees to operate in the workplace confidently and to contribute to the success of your business.

If you have an employee who is on a MITO programme who you think may require additional assistance in Literacy and Numeracy, have a conversation with your MITO Industry Training Advisor as we will be able to ensure your employee has adequate support in place.



Skills Highway - Has been established to help employers learn how literacy and numeracy training can help them to improve business performance. This website provides tools and resources to support workplace literacy and numeracy: skillshighway.govt.nz



Off-Job Training – Off-job training is a great way for MITO learners to receive additional support for workplace learning, including assistance with their theory assignments. Options include sending your employees on block courses, day releases, evening classes and specialty industry based courses. If you have an employee who is enrolled in a MITO programme, and you would like to learn more about the options available, please contact your MITO Industry Training Advisor.



Network of employers in your community - Think about developing relationships with organisations in your community that can support you to continue to attract new talent to futureproof your business.

EXAMPLE A: SAMPLE INTERVIEW QUESTIONS

Having a set of prepared interview questions that are designed to let the applicant talk is important to ensure you learn more about an applicant's background, their experience, competencies and how they will fit within your organisation.

Asking all applicants the same set of questions allows a fairer process where every applicant receives an equal opportunity to shine.

These are sample questions for an interview:

INTRODUCTIONS	<ul style="list-style-type: none"> Introduce the interviewer(s), their role and ensure you make the applicant as comfortable as possible.
INTEREST	<ul style="list-style-type: none"> Tell me why you are interested in this role. How do you see this role fitting in with your career development? Tell me about your interest in this industry.
SKILLS	<ul style="list-style-type: none"> Describe your strengths. What are your weaknesses or where do you see you may need some more development to be successful in this role? What are the key skills required to be successful in this role? Tell me about a time that you have been proactive in finding a solution to a problem. What are the most important elements to quality customer service? Can you give me examples of when you have delivered quality customer service? Can you tell me about a time when you have been proactive or shown initiative in the workplace? Feedback is important to continuous improvement. How do you respond to constructive feedback?
PEOPLE	<ul style="list-style-type: none"> What are the best attributes of an exceptional employee? What are the critical elements of working successfully in a team? How does a manager get the best from you?
ORGANISATIONAL FIT	<ul style="list-style-type: none"> What are your values? What are your expectations of your employer and fellow team members? Describe your ideal workplace.
QUESTIONS	<ul style="list-style-type: none"> What questions do you have?
PROCESS	<ul style="list-style-type: none"> Thank them for their attendance and outline the next steps.

EXAMPLE B: INDUCTION CHECKLIST

Below is an induction checklist template you can use to ensure your new employee has been provided with the key information for them to start their job.

The employer confirms they have gone through the below aspects of the Induction Checklist with their new employee:

<input type="checkbox"/>	AMENITIES The employee has been given a tour of the workplace. They have been shown their work area or station and shown where the kitchen, bathroom facilities and exit points are.
<input type="checkbox"/>	TEAM INTRODUCTIONS AND ASSIGNED A WORKPLACE BUDDY The employee has been introduced to staff and team members. They have been assigned a workplace buddy who can answer day-to-day questions and help them to settle into the role.
<input type="checkbox"/>	TRAINING An outline of the job has been provided. The training the employee can expect to receive has been discussed and agreed.
<input type="checkbox"/>	FORMS All forms and important documentation has been printed (including setting them up in the payroll system, IT and in-house policies, motor vehicle, health and safety information).
<input type="checkbox"/>	EMPLOYEE BENEFITS The employee has received an outline of the staff benefits including welfare (e.g. employee assistance programme), recreational (e.g. social clubs and teams), financial (e.g. staff discounts, health insurance). Any reward and recognition schemes as well as performance and pay review plans have been covered as well.
<input type="checkbox"/>	ADDITIONAL NEEDS The employee has notified the employer of any special medical or learning needs. This information has been recorded and the appropriate health and safety representative has been informed.
<input type="checkbox"/>	COMMUNICATION SYSTEMS The employee has been shown how to log onto the computer, access relevant websites and programmes, how to set up their telephone voicemail and email. Make sure they feel comfortable in their workspace and they know who to go to if they need help.

<input type="checkbox"/>	<p>HEALTH AND SAFETY</p> <p>A full health and safety briefing has been conducted which shows the evacuation plan, any hazards or risks, the process of reporting hazards as well as ways to eliminate and minimise them.</p>
<input type="checkbox"/>	<p>TOOLS AND EQUIPMENT</p> <p>The employee has the safety equipment and/or other tools and equipment needed and has been instructed how to use them. Even if they have seen the equipment before, ask to see their certificates and licences (where relevant) and check they are using equipment safely.</p>
<input type="checkbox"/>	<p>CONTACT DETAILS</p> <p>The employee's contact details as well as their next of kin/emergency contact details have been kept on record in case of emergency.</p>
<input type="checkbox"/>	<p>HOURS OF WORK</p> <p>A discussion has been had with the employee around the start and finish time, the importance of taking regular breaks, flexible working time, lateness, over-time and absenteeism.</p>
<input type="checkbox"/>	<p>HOW TO RESOLVE PROBLEMS</p> <p>The process of reporting employer problems has been discussed.</p>
<input type="checkbox"/>	<p>REVIEW</p> <p>An outline of performance expectations and process for giving feedback and reviewing performance has been discussed.</p>

Employer Name: _____

Date: _____

Signature: _____

Employee Name: _____

Date: _____

Signature: _____