Role of hiring leader/onboarding checklist

Did you know that effectively on-boarding new hires can improve job performance by up to 11.3 percent? - Corporate Executive Board Recruiting Roundtable Survey 2005

Role of the hiring leader
As the hiring leader, you are the most influential person in the on-boarding process. You are the link that integrates new employees into the organization and by now you are aware that finding good employees is a difficult and time-consuming task. As their leader, your key responsibilities are to:

1. Clarify Job Expectations
   - Review together the job duties (as outlined in the official job description or in the applicable collective agreement) and expectations (more specific than the details in the job description).
   - Ensure the new employee understands how to translate expectations into their day-to-day activities and how their role impacts the department/faculty’s strategic priorities.
   
   Tip: Do not assume that the new hire knows exactly what they were hired to do.

2. Manage Performance and Provide Support
   - Schedule regular meetings to provide on-going direction and support.
   - Provide feedback (both positive and constructive) on their performance and identify support and resources to bridge any gaps.
   - Address any performance concerns immediately – do not wait and see (for assistance, contact your Human Resources Management Consultant (HRMC)
   
   Tip: Do not just assume that the new hire is okay if they are not asking questions.

3. Ensure On-going Communication
   - Provide an overview of the University’s plan and the department/faculty strategic priorities and Academic Plan. Talk about the University’s culture and history. Provide personal stories on your positive experiences.
   - Discuss preferred management, communication and decision-making/problem-solving style.
   
   Tip: Get to know and understand the employee’s expectations.
Onboarding checklist

Pre-Arrival:

☐ ask employee whether if any workplace accommodation is required
☐ clarify what time you expect the employee to arrive on their first day (provide a contact number in the event of a question or issue)
☐ explain working hours/schedule, breaks, overtime, eHR, pay schedule
☐ set up phone & computer user accounts (matrix ID, security access & e-mail) (contact CCS at www.ryerson.ca/ccs)
☐ ensure workspace has all necessary equipment & supplies

First Day/Week:

☐ be available to greet the employee
☐ give department tour (washrooms, kitchen, use of appliances, copy/fax machine & emergency exit) & introduce employee to co-workers
☐ reiterate working hours/schedule, breaks, overtime, eHR, pay schedule
☐ clarify vacation (if appropriate), sick time, CTO & statutory holidays
☐ discuss time report & procedures for scheduling time off, unexpected absences & lateness
☐ provide employee with relevant documentation (e.g., job description, phone listing, specific policies & procedures that pertain to their role)
☐ provide employee with keys, if appropriate
☐ provide computer & phone orientation & provide instructions about using equipment & supplies
☐ advise of procedures in case of an emergency (i.e., call “80”)
☐ remind employee to obtain their ID card
☐ if needed, complete Departmental Photocopy Information Form for employee to take to One Card office
☐ explain confidentiality in the workplace, what can be shared & what can’t & how confidential documents are stored
☐ review other relevant University policies
☐ have the employee read Ryerson’s Information Protection & Access Policy & sign Confidentiality Agreement
☐ explain your own responsibilities & current priorities & how the employee’s job supports them
☐ provide employee with a clear explanation of their first assignment
☐ discuss how you & the employee will communicate, including frequency
☐ share unwritten rules, nuances & traditions
☐ if needed, remind employee to activate eHR (self service)
☐ ensure employee completes mandatory AODA & Workplace Violence eLearning & advise them to print off & provide their certificates of completion
☐ schedule meetings with other key individuals, as required

Ongoing:

☐ continue meeting to review & clarify performance objectives, expectations, project updates & answer any questions
☐ continue to provide positive coaching
☐ continue to review issues or challenges & identify how to resolve
☐ continue to provide regular informal feedback