

# Role of hiring leader/onboarding checklist

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*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*

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## 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 Partner](#))

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](http://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