

Business ^{in the}

Community

Business Action on Homelessness

Starting Work

What You Need To Know



Congratulations on getting your job!

Starting work is an exciting time but it can also be a bit nerve-wracking, especially in the first few days and weeks.

You may be worrying about how you will settle in, whether you will get on with your boss, and practical things such as when and how you will get paid. All these thoughts are perfectly natural.

This guide will help you find answers to some of the questions that might be going around your head. **It has been designed for you to go through with your job coach or support worker.** It provides helpful hints and tips about information that you might need to know in the first few weeks to help you settle in well.

About Business Action on Homelessness

Business Action on Homelessness (BAOH) is a national campaign run by Business in the Community. We support homeless people, or those at risk of homelessness to gain and sustain employment. We work with over 140 businesses and 280 voluntary organisations UK-wide.

BAOH is supported by eight national business partners. They are: Accenture, Barclays, Bain & Company, Carillion plc, KPMG, Freshfields Bruckhaus Deringer, Marks & Spencer and Royal Mail. We receive additional funding from the Department for Communities and Local Government.

Getting Started: Your Induction

When you first start work, your line manager should spend time with you to make sure that you know what is expected of you in your new role, who you will be working with and how your job fits into the organisation. This is known as an induction or induction period.

Your job coach or support worker can help you work out how to ask these questions and explain why these points are important. Bear in mind that some things might be automatically covered by your line manager when you start.

What to check with your line manager

Before you start

- 1 What **time** will you need to arrive on your first day?
.....
- 2 What time will you normally need to **start and finish** each day?
.....
- 3 What **hours** will you normally be working each week?
.....
- 4 What should you **wear**?
.....
- 5 Is **protective clothing** required? If so, will the company provide that for you?
.....
- 6 When and how you will get **paid**?
This is important to help you **budget**.
.....

Getting Started: Your Induction/continued

On your first day

- 7 When can you take your **lunch-break**?
.....
- 8 What are the rules around **smoking**?
.....
- 9 Who is in your **team**?
.....
- 10 What should you do if you are **running late or sick**?
.....
- 11 Do you need to **sign in and out** of the building or site each day?
.....

In the first week

- 12 Who else in your team can you go to for **help** if your line manager isn't around?
.....
- 13 What should you do if you need to take time off for a **medical appointment**?
.....
- 14 How do you book **holidays**?
.....

Settling In: The unwritten rules of the workplace

Every workplace has rules about what to wear, when to arrive, how to book holidays etc. These are usually written down and easy to understand. However, each workplace also has a set of 'unwritten rules' - codes of behaviour that people stick by but which are hard to learn.

People tend to just get a 'feel' what they should and shouldn't do at work by picking up on certain clues.

It is important to try to understand what the unwritten rules are because it will help you to make a good impression and settle in well.

What to look out for

1 Do people leave their mobile phones on their desks or have them in their pockets?

If not, you shouldn't either. Always make sure yours is on silent and avoid taking personal calls.

2 Do people stick to the official dress code?

If they don't, it is still a good idea to dress as you are supposed to for the first few months.

3 Do people leave work early?

Even if they do, you should stick to your official hours.

4 Is your workplace informal or formal?

If it is quite informal, it might be difficult to tell how senior someone is. Be extra polite to everyone you come across, especially in the first few weeks. The person next to you in the lunch queue might be the CEO!

Making Progress: Doing a great job

When you have been doing your job for a couple of weeks, you will probably want to get an idea of how you are doing. You might also be starting to think about how you can progress as quickly as possible.

What to check with your line manager

After the first couple of weeks

1 How will you know that you are doing a **good job**?

.....

2 How often will you meet with your line manager to discuss your **progress**?

.....

3 Can you set some **objectives** with your manager to help you stay on track?

.....

4 Is there any **training** available to help you do your job well?

.....

5 Is there an **appraisal process** where you will be assessed on your performance?

.....

6 What should you do if you are **struggling** with something?

.....

Remember...

If you are ever unsure about anything, whether it is how to do something or where to find the stapler, just ask!

Your manager, colleagues, support worker and job coach are there to help you.

However, sometimes people don't get the support that they need from their manager or colleagues. If this is the case, try speaking to your job coach, support worker and/or someone in your HR team. Problems are rarely as bad as they seem and it always helps to talk things through.

Good luck!

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Business in the Community stands for responsible business

We advise support and challenge our members to improve their performance to create a sustainable future for people and planet

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