

QUICK GUIDE TO MANAGING STAFF AT THE RVC

As a manager at the RVC, you are responsible for ensuring RVC processes and policies are understood and implemented consistently across your team. All new managers will be invited to attend our Management Development Programme (MDP). This programme will give you the knowledge and skills you will need as a manager but to support you until you have completed all the modules, we hope that this quick guide will help.

[RVC Management Development Programme](#) – includes management toolkits to support managing, recruiting, appraising and coaching your team as well as managing absence, resolving issues and getting results through people.

[Staff Development Programme](#) – includes a full list of training courses and programmes available at the RVC.

Mandatory Elements for New Starters	Reference resources
<ol style="list-style-type: none"> 1. Complete Manager Induction Checklist 2. Ensure new starter has viewed all HR Induction videos 3. Ensure new starter has completed all mandatory training courses 	<p>Induction Intranet Home Page</p> <p>Staff Induction Handbook</p> <p>Manager Induction Checklist</p> <p>HR Induction Videos</p> <p>Mandatory Training – intranet page</p> <p>Managing at the RVC - toolkit</p>
Probation, Performance and Appraisal	Reference resources
<ol style="list-style-type: none"> 1. Discuss and agree induction/probation or annual appraisal objectives 2. Enter the objectives onto the probation/ appraisal systems 3. Have regular review meetings 4. Undertake annual appraisals for all team members 5. Manage inductions and probations for new team members 6. Highlight areas they are doing well 7. Be honest, provide evidence and where necessary discuss actions for improvement if required 8. Discuss other expectations e.g. attendance, timekeeping, behaviour, punctuality 9. Flag any probation/performance concern to Employee Relations who can support you 	<p>Managers Guide to Induction - intranet induction page</p> <p>Appraisals – intranet page</p> <p>Guidelines for Setting SMART Objectives</p> <p>Framework for a development discussion</p> <p>Behaviours Framework</p> <p>Link to REVIEW system for Probations & Appraisals</p>
Booking Annual Leave	Reference resources
<p>All staff leave should be agreed with you <i>before</i> being booked through Employee Self-Service (ESS).</p> <p>Line Manager authorise annual leave through Manager's Self-Service (MSS).</p>	<p>Employee Self-Service – intranet page</p> <p>Employee Self-Service User Guide</p> <p>Manager Self-Service - Intranet Page</p> <p>Manager Self Service User Guide</p>
Expenses and Agresso	Reference resources
<ol style="list-style-type: none"> 1. Explain process to your new staff for claiming travel and other expenses 2. If relevant, ensure they are added to the Agresso system 	<p>Agresso Intranet Home Page</p> <p>Expenses login page</p> <p>Link to Finance Forms</p>

Sickness Absence	Reference resources
<ol style="list-style-type: none"> 1. Ensure staff understand how sickness absence is managed 2. Follow RVC sick management processes 3. Ensure timely collection of self-certificates, GP certificates 4. Conduct return to work interviews, on the form. 5. Act, if sickness levels trigger are breached 	Absence Home Intranet Page 3-Stage Flow Chart Bradford Factor Information Sheet Absence Management Toolkit Occupational Health Provider – OH Works
Other Absence	Reference resources
<ol style="list-style-type: none"> 1. Ensure all other absences are managed appropriately through the relevant policies. 2. Ensure relevant forms are completed in a timely fashion. 	Absence Home Page link
Team Management, Skills and Collaboration	Reference resources
<ol style="list-style-type: none"> 1. Define & Communicate Clear Goals & Expectations 2. Provide regular Feedback & Support 3. Foster Open & Honest Communication 4. Promote Team, Collaboration & Development 5. Recognise & Reward Achievements 6. Manage Performance Effectively 7. Address Conflict Constructively 8. Seek Opportunities for Improvement 9. Build Strong Relationships 10. Lead by Example 	Link to key Leadership & Management Courses Coaching & Mentoring & More
Recruiting Employees/Workers	Reference resources
<ol style="list-style-type: none"> 1. Ensure the correct process is followed when resourcing for Permanent, Fixed term staff, casual and occasional workers, and temporary staff/contractors 	Recruitment Home page Agency Workers
Payroll	Reference resources
<ol style="list-style-type: none"> 1. Ensure all payroll-related forms are completed and submitted on time 2. Ensure you are familiar with the recognition schemes available 	Payroll Home page Reward & Benefits
Health & Safety	Reference resources
<ol style="list-style-type: none"> 1. Ensure all new starters receive a H&S induction relating to the specific needs of your department 2. Ensure you have identified all the risks and convey to the H&S Management team all health surveillance requirements 3. Flag any special needs for reasonable adjustments such as dyslexia, mobility issues etc 	Health & Safety Home page EDI Team for reasonable adjustments

Useful HR contact information

General HR advice and HR information	HRQueries@rvc.ac.uk
Where to send all HR related administration for processing	hadministration@rvc.ac.uk
Sickness related administration	sickabsence@rvc.ac.uk
Payroll queries	payrollteam@rvc.ac.uk
Employee Relations Support and Advice	HR-EmpRel@rvc.ac.uk
Support with online appraisal system	training@rvc.ac.uk
Support with access to iTrent Manager Access (MSS) and iTrent Employee Self-Service (ESS)	hrcsystems@rvc.ac.uk