



# JOINING MASSEY

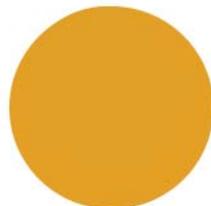
## *Induction workbook for new staff*

“Attracting, engaging, and developing our talent (both our academic and professional services staff) is critical to our success. The Massey workforce is a rich mix of people. We strive to make our work and our workplace environment the most stimulating available and the most conducive to the high standards we aspire to. We do this by attracting and engaging talented people, and giving them a supportive and enabling environment in which to excel”.



A handwritten signature in black ink that reads "Jan Thomas".

Professor Jan Thomas  
Vice-Chancellor





# WELCOME

## THE FIRST 90 DAYS - TRANSITIONING FOR SUCCESS

### WELCOME TO MASSEY UNIVERSITY

We know that the experience you have over the first few days, weeks and months as a new team member of the University, will impact your ability to contribute to your team.

This workbook helps you to actively engage in your induction experience as you and your manager cover all the important things for bringing you on board:

- The little (but important) things like setting up access to computer services and various logistical, administrative and housekeeping tasks.
- The big things like the University strategy, the business plans for your area of work area, and the expected outcomes of your position.

The purpose of induction is to enable you to fully understand the objectives of the University and your department, the University's policies and the key performance indicators for your own position.

Your manager will be working through an induction guideline that is a companion piece to this workbook. Both you and your manager will be starting from a point of shared understanding in regard to knowing what to expect from the induction experience and what is coming next.

### INDUCTION IS IMPORTANT BECAUSE IT:

- Helps motivate people.
- Reduces staff turnover and misunderstandings, by supporting your decision to join Massey.
- Gets you up to speed quickly.
- Pays for itself at all levels and is a vital part of building Massey's reputation as a good employer and your goodwill as a member of our team.
- Ensures clarity about the expected levels of quality and performance.
- Gives a sense of certainty in your job and work environment.

Joining a new organisation or team is a time of transition. It's a time when people have the biggest opportunity to fail – or succeed! Research shows that there are **3 key transition** tasks that influence success in a new role:

1. Learning about the organisation
2. Establishing a clear direction
3. Building a network of support

This workbook will help you to accelerate your transition into your new position, by walking you and your manager through a 3-month process, concluding with a conversation between you and your manager on issues that are important to your ongoing success.

**CONSIDER USING THIS GUIDELINE AS AN INDUCTION PLANNER. YOU'LL FIND USEFUL RESOURCES TO HELP WITH THE TRANSITION INTO YOUR NEW POSITION.**

# BEFORE YOU START

## PRE-START PREPARATIONS

Congratulations on accepting the offer of employment made to you. By now you should have been contacted by your manager to welcome you to the University and confirm the starting date, time and meeting place for your first day.

### STAFF ID CARD

Enclosed with the confirmation of acceptance letter and this induction workbook was an application form for a Staff ID Card. Massey Staff ID Cards are needed to access network printers at Massey, and for a number of other services. Therefore, to ensure an ID card is ready and waiting for you when you arrive, it is important that your application is completed and forwarded to [idcards@massey.ac.nz](mailto:idcards@massey.ac.nz) prior to your first day.

### VOLUNTARY WORKPLACE INSURANCE

One of the benefits available to Massey staff is Voluntary Workplace Insurance. If you wish to take advantage of this benefit it is important that you look into this as soon as you commence employment, as automatic acceptance with no medical questions is only available to new employees where they join within 30 days of starting in their new position. Further information on this benefit can be found by searching 'voluntary workplace insurance' on any page of the Massey intranet.

### MENTOR/WORK BUDDY

It is important for a new staff member to feel confident about asking people for assistance if needed, especially as you are learning a new role. You may wish to discuss with your manager a system that might assist you as you begin to find your feet. It may be that you would like to have a buddy or mentor to work with, or just have someone you know you can approach as your first point of contact.

### THINGS TO BRING WITH YOU ON YOUR FIRST DAY:

- Bank Account details, and
- IRD number and tax code
- Original academic certificates (if required), and
- Proof of identity and proof of citizenship/residency or eligibility to work in New Zealand (if verified copies were not provided with your signed acceptance), and
- This Induction Workbook

Make some notes below of things you want to discuss with your manager on your first day with us.

**NOTES/COMMENTS/REMINDERS**

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# DAY ONE

## TAKING CARE OF BUSINESS

### FIRST IMPRESSIONS COUNT

At Massey, we want all new team members to feel that they've joined a team that's expecting them. Part of achieving this is making you feel confident that you have the tools to be productive in your first few days. Prior to your commencement, your manager will have been getting ready for your arrival by managing 'pre-start' preparations; setting up office space, gathering the necessary resources and equipment, arranging your access to systems and ensuring that the key people you need to make connections with are available to be introduced to you in your first few days.

### BY THE END OF DAY ONE, YOU'LL HAVE....

- Discussed with your manager the housekeeping matters associated with getting you on board.
- Completed the forms required to get you paid.
- Become familiar with your workplace and been introduced to your colleagues.

### INDUCTION EMPLOYMENT FORMS

To make sure that you get entered into the necessary Massey systems, and in particular that you get paid, can you please complete the enclosed IR330 (Tax Code Declaration), and Employment Details Form and forward these to HR Services either prior to your first day or on your first day of work. You will have also received an application for a staff ID card form with your acknowledgment letter and should have completed this and returned it prior to commencing employment. If necessary, this form can be completed as part of your induction.

### HOUSEKEEPING

An important part of your induction process is for you to be provided with an overall introduction to your work area and the 'housekeeping' associated with where and how you will work.

Enclosed with your acknowledgement letter is the Health and Safety Information Booklet, and the Leadership and Staff Development Calendar. You will also find information on a number of benefits of working at Massey by visiting the People and Organisational Development website.

### NEW STAFF ORIENTATION

If applicable to you, your acknowledgement letter would have mentioned a New Staff Orientation workshop. Please look out for an Outlook invitation which will be sent to your Massey email address once you have started.

### HEALTH AND SAFETY

Massey is committed to providing a supportive, safe and healthy environment that is conducive to quality teaching, research and community service.

Staff participation in health and safety is encouraged and it is therefore important that you fully understand the obligations and procedures associated with the management of health and safety at Massey.

Using the Health and Safety Information Booklet, please discuss with your manager the University's Health and Safety policies and practices as well as your and Massey's responsibilities in respect to these.

### RESOURCES

- Defining Massey
- Induction Workbook for New Staff
- Health and Safety Information Booklet
- New Staff Orientation Workshop

# DAY ONE CONTINUED

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## TAKING CARE OF BUSINESS

### THE PEOPLE AND ORGANISATIONAL DEVELOPMENT WEBSITE

The information and resources you will find in the People and Organisational Development website, <http://pod.massey.ac.nz>, are designed to support the University's goal of enabling excellence by providing Massey people and our people leaders, with practical and easily accessible human resource tools. You may wish to save this page to your favourites for ease of future access.

### HR Forms

The quicklinks in this toolkit have been developed for staff, managers and administrative staff who need quick and easy access to human resources forms.

### BENEFITS TO STAFF

As a Massey staff member you have access to a range of benefits, including Superannuation, Southern Cross Healthcare and Voluntary Workplace Insurance. Information on these, and other benefits that are available, can be accessed by visiting the People and Organisational Development website.

Some benefits are time bound, in that there is a limited opportunity to sign up to those. In order to ensure that you don't miss out, if eligible, we have included a brief overview of these benefits below.

### Voluntary Workplace Insurance

If you wish to take advantage of Voluntary Workplace Insurance, it is important that you consider this as soon as you commence employment. Automatic acceptance with no medical questions, is only available to new employees where they join within 30 days of starting in their new position. Further information on this benefit can be found by searching 'voluntary workplace insurance' on any page of the Massey intranet.

### Superannuation

The University offers staff the opportunity to join UniSaver New Zealand, which comprises two separate schemes and also meets our obligation to the Government's KiwiSaver Superannuation Scheme.

To be eligible to join, the scheme requires staff to either have an ongoing term of employment, or if fixed-term, have two years left to run on their fixed-term agreement at the time they join the scheme. If you are on a fixed-term of employment of just on two years, you may wish to seek information about this scheme prior to commencing so that you can decide if you want to join, and be able to submit an application to join the scheme on the day you commence employment.

Further information about what benefits are paid and other details about the scheme can be obtained from the HR Helpdesk at [HRHelpdesk@massey.ac.nz](mailto:HRHelpdesk@massey.ac.nz) extension 85299 or you can visit the scheme website <http://www.unisaver.co.nz>.

### MyHR

'MyHR' is an online system for applying for, and approval of most types of leave available at Massey. You will be contacted by Information Technology Services, and they will ask you to confirm your staff ID number before confirming access. Once this is done, 'MyHR' will be available from the next working day. To log into MyHR you use your network username and network password.

You can also use 'MyHR' to check and/or print past and current payslips, check your personal information, report an incident and/or accident and register for development programmes. An introduction to this system will be provided during your induction. 'MyHR' can be accessed by visiting <https://myhr.massey.ac.nz> or by visiting the People and Organisational Development website.

# WEEK ONE

## CREATING CONTEXT AND CLARIFYING THE DIRECTION

### BY THE END OF WEEK ONE, YOU'LL HAVE....

- Discussed with your manager the housekeeping matters associated with getting you on board.
- Completed the forms required to get you paid.
- Become familiar with your workplace and been introduced to your colleagues.
- Had the expectations of your role clarified.
- Been introduced to the key policies relevant to your role.
- Been introduced to the Massey 2025 Strategy 'Shaping the Nation', and the strategy and business plan for your area.
- Been connected with key stakeholders.

### THE POSITION

Your manager will meet with you to clarify the responsibilities, expectations and goals of your position. You should use your job description as a basis for this discussion, so it will be useful to take this along with you when you meet.

As part of the introduction to your position, your manager will also ensure that you are aware of and understand the university and departmental regulations, policies and procedures that are relevant to your position.

It is important that you start to develop relationships with the people that you will be working and interacting with. Your manager will ensure that you are introduced to these individuals during the first few days of your commencing employment.

### THE UNIVERSITY

The discussions you have with your manager will be broadened to include campus and university wide aspects; this includes an introduction to the wider campus, noting facilities and services that you will need to be familiar with.

Using 'Shaping The Nation - The Road to 2025', your manager will discuss with you the defining qualities and goals of Massey and how these inform the values and objectives of your department, and the purpose of your position. Prior to having this discussion with your manager, you might like to source a copy of the 'Shaping The Nation – The Road to 2025' from the Massey website.

### PROFESSIONAL DEVELOPMENT

Massey offers a number of training courses that will be applicable to you at various stages of your time with the University.

Most applicable at this stage are the programmes that are designed to introduce you to the university environment.

If you are an academic staff member, you might also find the training provided by the Centres for Teaching and Learning and the Office of Research and Enterprise, of interest to you.

Take a look at the Leadership and Staff Development Calendar, available at the People and Organisational Development website, and consider which of the programmes available might be of interest to you, ready for your discussion with your manager.

Further consideration will be given to position specific training and development needs as part of the Performance and Development Planning (PDP) process which is detailed at month one of this guideline.

### REFLECTIONS

At the end of week one, your manager will take the time to talk with you about first impressions. This is a valuable conversation, so please take the time to think about the comments you might like to make or issues you wish to raise as part of this discussion. You might also like to re-visit your job description and discuss any aspects of this with your manager at this time.

# MONTH ONE

## PLANNING FOR SUCCESS

### BY THE END OF MONTH ONE, YOU'LL HAVE....

- Discussed with your manager the housekeeping matters associated with getting you on board.
- Completed the forms required to get you paid.
- Become familiar with your workplace and been introduced to your colleagues.
- Had the expectations of your role clarified.
- Been introduced to the key policies relevant to your role.
- Been introduced to the Massey 2025 Strategy, and the strategy and business plan for your area.
- Been connected with key stakeholders.
- Discussed your development needs and the support mechanisms which will promote success in your role.

### PERFORMANCE AND DEVELOPMENT PLANNING

The Performance and Development Planning (PDP) process is a significant part of the University's way of aligning individual abilities, activities and aspirations with University aspirations and operational needs. The University, as a community, values and encourages self-improvement, personal initiative, and high levels of individual responsibility.

The purpose of PDP is to provide a performance review and planning process that aims to “help staff members to review and improve the performance of their duties and to identify career and professional development opportunities; and to align employee performance contributions to the overall goals and objectives of the University; and to provide managers and staff members with a clear understanding of the objectives that have been agreed for the following year; and to ensure appropriate development, training and/or support is provided to assist continuous improvement”.

The purpose of the initial PDP interview is to focus on the plan for the year ahead, as the review process is not applicable at this early time. Your manager will meet with you during your first month of you having commenced employment to prepare your initial plan. This process will involve; setting expectations of you in your role, assessing your professional development needs and identifying appropriate development opportunities for you.

Information on the PDP process and relevant documentation can be accessed by following the link from the People & Organisational Development website. In preparation for this meeting, you should access the relevant PDP documentation, familiarise yourself with the process and think about your objectives and development opportunities for the year ahead.

#### NOTES/COMMENTS/REMINDERS

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# MONTHS TWO TO THREE

## MAINTAINING MOMENTUM, MAKING ADJUSTMENTS

### BY THE END OF MONTH THREE, YOU'LL HAVE....

- Discussed with your manager the housekeeping matters associated with getting you on board.
- Completed the forms required to get you paid.
- Become familiar with your workplace and been introduced to your colleagues.
- Had the expectations of your role clarified.
- Been introduced to the key policies relevant to your role.
- Been introduced to the Massey 2025 Strategy, and the strategy and business plan for your area.
- Been connected with key stakeholders.
- Discussed your development needs and the support mechanisms which will promote success in your role.
- Discussed and documented a performance and development plan.

### THE EXPECTATIONS VERSUS EXPERIENCE GAP

Research has revealed that it is between six to nine months into a new employment relationship that any gap between what the new team members expect and what they experience begins to become apparent. Massey's induction process has been designed to take place over an extended period; this helps to support a quality dialogue between you as a new member of our team and your manager.

At the conclusion of your induction period, you will be invited to have a conversation with your manager. This provides an opportunity for you to sit down together to discuss your experience during your first three months of employment. Your manager will invite you to have this discussion.

You may wish to explore the following with your manager:

- If you and your family relocated to take up your appointment, how settled are you feeling? Is there anything else that Massey can do help you in this area?
- Do you feel familiar with the benefits of working at Massey? What else would you like to know?
- Do you have a good understanding of how your role fits into the departmental and Massey vision? Are there any aspects of this that require clarification?
- Is there any other information you need at this time regarding the practices and policies at Massey?
- Is the role what you expected? If not, what are the gaps between what you expected and what you have experienced?
- Do you think you have a clear understanding of your job responsibilities? Are there any areas that it would be helpful to clarify?
- Are there any aspects of your induction or training that require further discussion?
- Are you comfortable with the level of feedback you have been provided?
- How do you feel about your workload at this time?
- Is there sufficient mentoring and/or support provided for you? Is there anything more we can do?
- Do you think you are adequately resourced to do your job? If not, what more is needed?
- Do you feel well integrated into the team here? What more can we do to help you feel part of the team?

### QUESTIONNAIRE

You will also be invited by HR Services to complete a questionnaire. This questionnaire is voluntary, and the information is used to provide confidential data on your recruitment and induction experience.



