

## **Jobshop UK's Staff Development Policy**

This document should be used as a guideline to Jobshop's development policy and what opportunities are open to all members of staff:

### **New Staff**

All staff will be given a tailor-made induction programme upon commencement of employment. This may involve sitting with the existing member of staff that they are replacing for hands-on training or it may mean an induction with your manager.

All staff are subject to a probation period. Jobshop UK's probation period is 3 months unless otherwise stated in the employee's employment contract.

### **Existing Staff**

All staff will have monthly appraisals with their manager. Prior to the appraisal the member of staff and the manager will complete the monthly appraisal form ready to be reviewed at the meeting. This appraisal form is a useful tool to enable both parties to discuss the previous month's activities openly.

The areas covered on the appraisal form are:

- General review of the month (including Highs and Lows)
- Review training received/given
- General workload
- Areas of change/improvement
- Update on any projects
- Performance against target
- General performance at work
- Next month's goals and aims
- Any additional comments

All staff will have an annual appraisal with a round-up of the year. This should be an opportunity to look at goals and targets that have been achieved, general development given and required and goal/target setting for the forthcoming year.

## **Training available**

Jobshop UK can provide access to on-going in-house training for all staff covering the following:

- Customer Service
- Telephone Screening
- Face-to face screening of candidates
- Interview techniques
- Registration purpose
- Marketing a candidate
- Marketing to a client
- Taking Job Vacancy
- Taking Temporary booking
- Terms of Business
- Equal Opportunities
- Jobshop Standards
- Employment Agencies Act
- REC – Code of Practice
- Effective Servicing as a permanent consultant
- Effective Servicing as a temporary consultant
- Negotiating fees
- Writing Advertisements
- Jobshop policies
- Prove-it courses – Word, Excel, Outlook, PowerPoint
- Sales
- Overcoming objections
- Client visits

## **External Training**

Both Directors are keen for any members of staff, who wish to attend an external course, providing that it is relevant to their job and that the cost of the course can be justified, are able to do so.

Details of courses run by the REC are kept within the REC folder. Any additional details of courses are usually emailed to Tracey Wood and these are then emailed onto staff.

We are currently working with a company called Motivational Maps to help us with the current and on-going motivation of each staff member both individually and within their teams.