

Best Practices for HR and Hiring

The quiet winter period is the perfect time to take a look at your HR practices and how you can improve your onboarding process as we move into the new year and the beginning of another festival/events season.

Our in-house HR Manager, Michelle Robinson, has put together a handy guide to best practice when it comes to your people.

When looking to hire, what are the benefits you should be offering as a company to potential employees?

Before bringing on employees, you need to know how you're going to do just that. Everything from recruiting — whether online through LinkedIn, using recruitment agencies, recruitment fairs, or simply by posting new openings on job boards — your planning in terms of interviewing, your process for decision-making, and onboarding is critical before even your first hire.

It is imperative that you have processes that cannot only demonstrate fairness and do not discriminate but also ensuring you are aware of the laws in terms of your employees presenting the right documentation to work in the UK. Be sure to have an offer letter template ready, a contract of employment and equity practices. You'll also need to gather essential employee data such as social security numbers and addresses for your own HR purposes so being clear around GDPR and Privacy legislation is a must. Ensuring your employee information is data protected. Thinking about where and how you will store people's information such as payroll details, emergency contacts and certifications. Will this be digital or paper based?



Attracting talent and incentivising them is key in a new business if you want the best of the best to join and stay your business. An ideal way to do that is with competitive employee benefits and compensation packages, having the right engagement and team working practices as well as the right employee values that resonate.

New employees will want to know how their salary structure looks like (base and commission, salary, hourly, etc.) and will expect competitive payment rates within the industry. They'll also want an attractive policy around holidays and sick days, as well as health and retirement benefits for them and their families.

In addition to all of this, you should also have an HR plan in place to process payroll regularly, so new starters know when and how they can expect their payments. New hires will also want to understand company standards, repeatable processes and policies that relate to the business and their role. An employee handbook can detail all of this, as well as employment policies and processes. Potential employee benefits to consider include:

- Competitive salary
- Opportunity for performance management, training and development
- Inclusive culture and ensuring that employees are valued
- Good communication channels within the company
- Positive working environment



How do you improve staff retention?

Keeping hold of good people – people are leaving the big corporates to feel part of something they value.

- Making employees feel part of your brand
- Be clear about your mission, vision and values
- Ensure they are being heard – open and honest feedback
- Having proactive policies in place that allows flexibility
- For career progression – getting them involved in key projects /activities
- Updating their skills
- Pay structure that is clear and fair

What are some common mistakes that companies make when taking on new staff?

Adopting an improper approach to recruitment is always a big mistake. You should give as much details on advert to the role, department and organisation so new starters are clear about how they can contribute and have a good idea of what to expect from a potential position with the company. Accurately conveying this information is essential, whereas mis-selling a role and not being clear about the roles and responsibilities will only serve to alienate potential candidates. Another common mistake is not having an effective onboarding process in place to ensure that the new employee is able to get familiar with colleagues, employee systems and processes. Finally, failing to cast a wide net when recruiting is not advisable. It is important to open out recruitment processes to include as wide a talent pool as possible, as this will help you diversify your workforce as well as support a wider customer demographic.

What most makes staff members feel valued and want to stick around?

- Good company values and inclusive environment
- Fair policies and processes
- Good communication
- Good leadership and management
- Performance reviews and one to ones
- Training and development opportunities
- Feeling like they have an important role to play in the overall company's mission
- Being listened to

With the cost of living still high, how can you manage expectations with staff members looking to progress/earn a higher wage?

Although this is a challenging period, it does provide an opportunity for employers to think creatively about how to support employees. This does not always have to be financial, and in that sense the best thing you can do is be open and honest about the current climate – communicating transparently is a form of support and will be valued by employees. This is a good chance to listen to your employees and see how you can best assist them, rather than try decide for them what will be most helpful in this time. You could consider offering recognition schemes to reward high performance if you don't already, also it is a good idea to prioritise offering financial and health well-being support for employees to access and gain tangible advice from. It is important to keep

people focused during times like this, ensuring you are giving them a positive work environment to come to is essential to this.

And finally, how do you build a happy work environment?

- Build trust by making employees feel safe and valued.
- Give employees a chance to have their say and listen to their input.
- Encourage two-way communication by keeping employees in the loop.
- Advocate for a healthy work-life balance.
- Be generous with praise and appreciation.
- Have clear policies and rules.

If you're looking for support with your HR we can offer help by way of our partners at Colden HR who provide workable HR solutions. Established for 14 years, the team at Colden Human Resources is working in partnership with NCASS to help members to take the people management pressure away from your business by providing expert advice and services to reduce risk by developing a best practice, ethical approach to your HR – as and when you need it. Find out more: [Colden HR](#)



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