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Author:

Yakshini Naidoo

MACROCOMM GROUP HR NEW STARTER PROCEDURE

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DOCUMENT CONTROL

This provides information on the document version control and sign-off

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DOCUMENT APPROVAL

DOCUMENT NAME.VERSION		
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CHANGES MADE		
Aligned to ISO template Removed process map Refined key stakeholders in process		
STAKEHOLDER NAME AND DESIGNATION	**SIGNATURE**	**DATE**
Sivi Moodley (Macrocomm Group Chief Executive Officer)		
Elton Chettiar (Macrocomm Group Chief Operating Officer)		
Yakshini Naidoo (Managing Executive: Corporate Services and Compliance)		
Ashok Sooklall (Macrocomm Group General Manager)		
Charlene Van Onselen (Business Optimisation Executive)		

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1   Introduction

This document serves to provide a view of the key steps involved when the company has a new starter.

2   Purpose or Background

The purpose of this procedure is to ensure that New starters are effectively taken on from an administrative, payroll and onboarding perspective.

3   Definitions / Abbreviations Used in the Document

Definition Term or Abbreviation	Define Term or Abbreviation
New starter	New employee employed by the business for a specific role

4   NEW STARTER PROCESS

4.1   Objective

The objective of this process is to ensure that new starters to the business are managed effectively from administration on payroll to orientation to their new roles.

4.2   Description (high-level)

This is the standard procedure to ensure that new starters are equipped with the necessary resources to perform in their jobs.

4.3   Benefits

The benefit of this procedure is the assurance of a professional and effective way of onboarding new staff members, which contributes to the overall EVP of the organisation. It also helps to manage the headcount, key roles and responsibilities and company asset management.

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4.4 Key Stakeholders and Personnel

Who are the key stakeholders in the process?

- Custodian of process – HR
- Health and safety officer
- Input – Line managers
- IT and Procurement – Support
- Connect department – Support
- Blueweb Technologies – Support
- Tundra – Payroll Administration

4.5 Key Inputs

The following key inputs are required:

Input Type	Description and Detail
Technical	User logins, email set up and printer code allocation
Resources	Blueweb Technologies
Input Documents	IT resourcing form

4.6 Typical Outputs

The typical outputs are:

- New or refurbished laptop set-up with email account and identified licenced software to allow the new recruit to be able to perform their tasks
- Printer access
- Asset register updated
- Company cellphone (if the job requires this)
- Health and Safety training – online course

4.7 Knowledge and Skills Required to Perform this Task

Health and Safety basic understanding

Presentation skills – For induction

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5   Process / Procedure Steps

The following key procedural steps are required to be followed by the HR department:

Step #	Step Task Description	Document Name and Number and Version
Step 1:	Once an offer letter is signed, send through the contract of employment, list of new starter documents which need to be completed and funeral cover information brochure.	Employee details form Contract of employment
Step 2:	Request employee to provide the following documents (either on email, or day 1): Confirmation of banking details ID copy Copies of qualifications Nomination form for company funeral scheme	Momentum nomination form
Step 3:	Based on the role, identify the appropriate cell phone package/ level applicable. Liaise with the Connect team to either place an order for a new sim or allocate an existing contract.	Macrocomm Staff Cell Phone Packages
Step 4:	Confirm with line manager the nature of work and laptop capacity required. The standard laptop spec is an i5.	
Step 5:	Check with procurement if there are available laptops. If not, procurement needs to obtain quotations and place an order for a new laptop.	
Step 6:	HR to log a call with IT to create the new email address and printer pin	IT resourcing form
Step 7:	Once laptop is received, Procurement/ Blueweb to assist with laptop setup	

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Step 8:	Procurement to record asset details against employee name on the company asset register	Asset register
Step 9:	Day 1: HR to collect all outstanding documents and Facilitate HR Induction presentation. HR to review the job description with the new individual.	
Step 10:	Day 1: Health and Safety Officer to conduct health and safety walkabout and induction. Complete induction register	H&S Induction register
Step 11:	HR to send out link for online Health and Safety training via Thinkific	
Step 12:	HR to put together a new starter announcement for distribution on the company WhatsApp group and/or social media.	New starter announcement
Step 13:	HR to add new employee onto the Momentum funeral fund platform	
Step 14:	HR to file all paperwork in new employee file	

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5.1   Procedure by Step
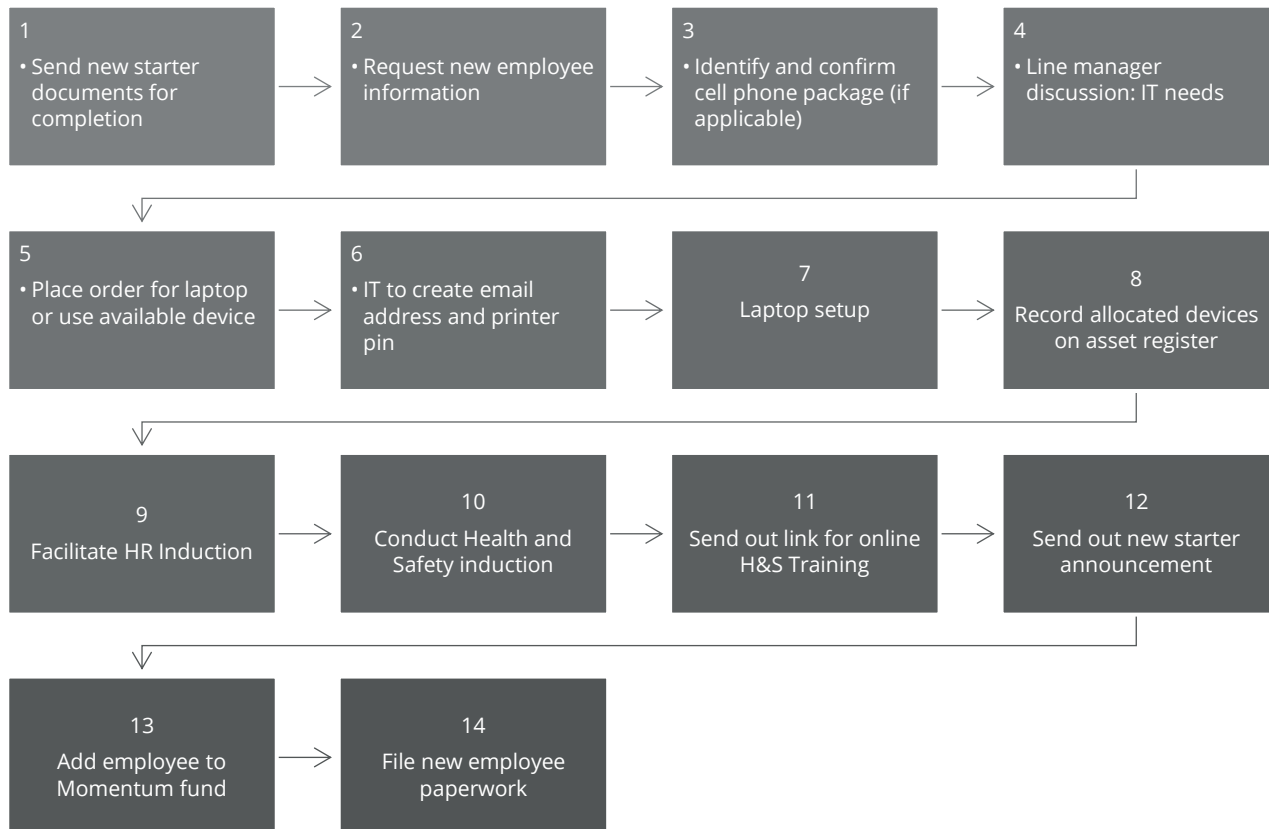
6   Risks and Controls Identified

The following risks have been identified and the controls to mitigate these are:

Risk description	Control objective	Control Activity	Process Reference
Fraud	Adding fake employees to payroll	Request for bank confirmation against ID	N/A
Asset loss	Loss of company assets through theft or breakage	Employee is taken through the asset policy during the HR induction	N/A