

UNION SHOP INDUCTION

Part one

>> Student Staff

March 2020

Firstly...

Congratulations!

UNION SHOP INDUCTION

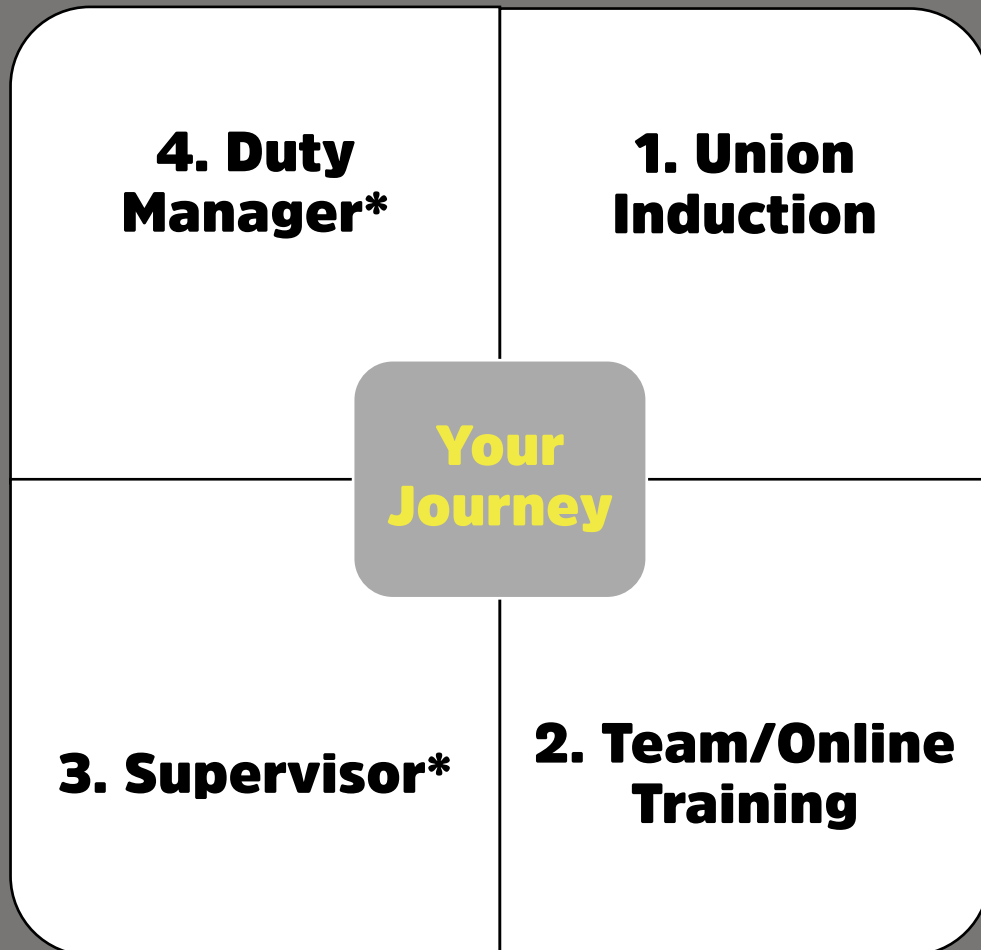
Part 1

1 | How does the Students' Union operate & Our Values

2 | Rotas & Getting Paid

3 | Uniform & Paperwork

YOUR INDUCTION & TRAINING



Shop Assistant	Retail Induction	SU venue	3h	1 week after offer
	Basic training	Union shop	5h	Sign up at induction
	Food hygiene	<u>iHASCO</u>	1h	Between offer & induction*
	Manual handling	<u>iHASCO</u>	35m	Between offer & induction*

Basic Training

- Health and safety in the shop
- Shop and facilities tour
- Replenishing stock, storage containers
- Practical and demonstrations – using our equipment and tills

Manual Handling (online)

- Your back during Manual Handling
- Daily Tasks
- LITE Assessment
- Techniques

Food Safety and Hygiene training – Level 2 (online)

- Food Hazards and Food Poisoning
- Personal Hygiene
- The 4 C's of Food Safety
- Procedures and Premises

Further training and opportunities

- Supervisor and Duty Manager training/development programmes

WE'RE A BIT LIKE A GYM.
YOU'LL GET OUT WHAT
YOU PUT IN.



ICE

BREAKER

1. HOW DOES THE STUDENTS' UNION OPERATE?

WHAT IS THE STUDENTS' UNION?

A

A registered charity in our own right?

C

A department of the College?

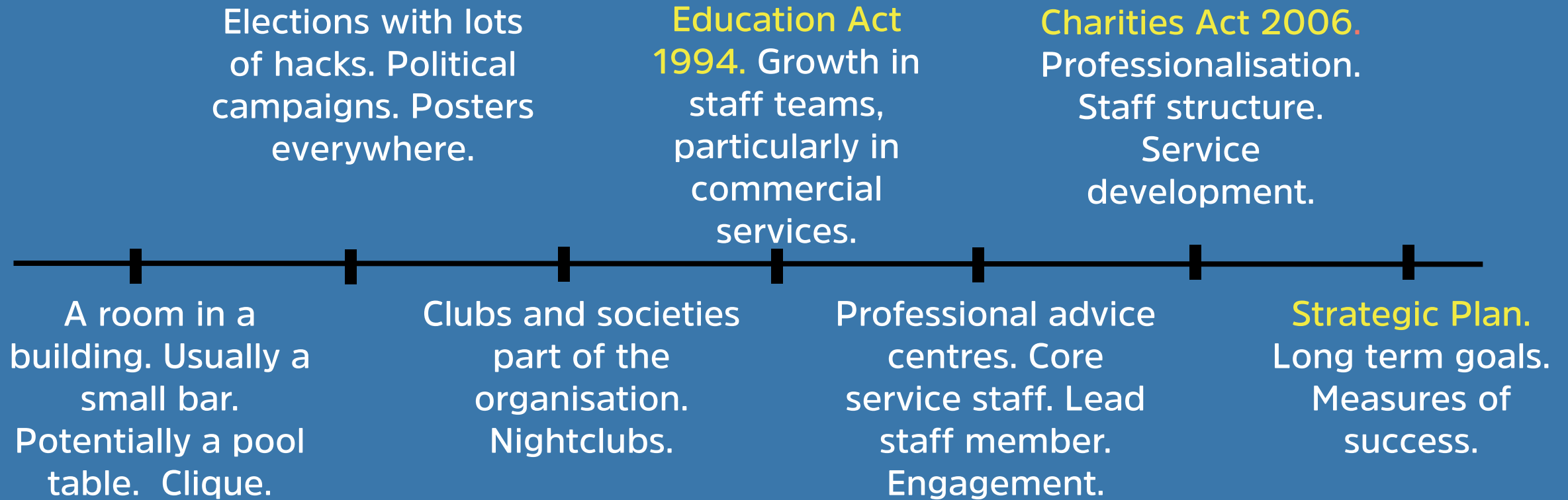
B

A political organisation with lobbying aims and objectives?

D

A bar and nightclub?

SOME BRIEF HISTORY OF SUs



OUR STRATEGY: WHY ARE WE HERE?

We're here to make student life better at Royal Holloway.

Improve
your
education

Make
campus fun

Look after
your
wellbeing

Make you
more
employable

Empower
you to
change the
world
around you

HOW ARE WE GOVERNED?

Referenda

Board of Trustees

- » Split between 'democracy' and 'governance' of the Union, with students involved in both sides
- » Management Committee makes day to day large decisions
- » Board of Trustees membership:
 - » 5 x Sabbatical Officers
 - » 3 x Current Students
 - » 5 x External Members

Policy Inquiry
Officer Group
Student
Executives

Management Committee

ONE DOCUMENT TO RULE THEM ALL: **OUR** **CONSTITUTION**

HOW ARE WE LED?

Sabbatical Officers 2019/20



President
Jack O'Neill



VP Education
Kate Roberts



**VP Welfare &
Diversity**
Lucy Simpson



**VP Societies &
Media**
Sophia Bolton



VP Sport
Dom Brown

HOW ARE WE MANAGED?

*Chart shows permanent staff only



CHIEF EXECUTIVE.
Tom Flynn



TRADING SERVICES.
Max Ross

>> Venues.

Licensed Trade Manager
Venue Operations Manager x2
Assistant Venue Operations Manager x2
Trading Services Coordinator
Tommy's Kitchen Chef
Graduate Management Trainee (Tommy's)
Head Door Supervisor
Venue Duty Manager x2

>> The Packhorse.

The Packhorse Manager
The Packhorse Deputy Manager
The Packhorse Assistant Manager
The Packhorse Chef
Kitchen Supervisors x2

>> Retail.

Union Shop Manager
Union Shop Deputy Manager x2
Union Shop Assistant Manager
Administration Coordinator
Retail Assistant

>> Premises.

Facilities and Maintenance Assistant



MEMBERSHIP SUPPORT AND ENGAGEMENT.
Abi Jesson

>> Student Voice.

Student Voice Manager
Academic Representation Coordinator
Democracy Coordinator
Research and Insight Coordinator

>> Advice.

Advice Centre Manager
Student Support Advisor

>> Student Opportunities.

Student Opportunities Manager
Sports Clubs Coordinator
Societies and Media Groups Coordinator
Events and Give It A Go Coordinator
Helpdesk Coordinator
Administration Assistant

>> Human Resources.

HR Manager
HR Coordinator
Recruitment Coordinator



FINANCE AND BUSINESS REPORTING.
Katie Marriner

>> Finance.

Financial Controller
Finance Coordinator
Finance Assistant



MARKETING AND COMMUNICATIONS.
Michael Bailey

>> Communications.

Communications Manager
Communications Coordinator

>> Digital and Design.

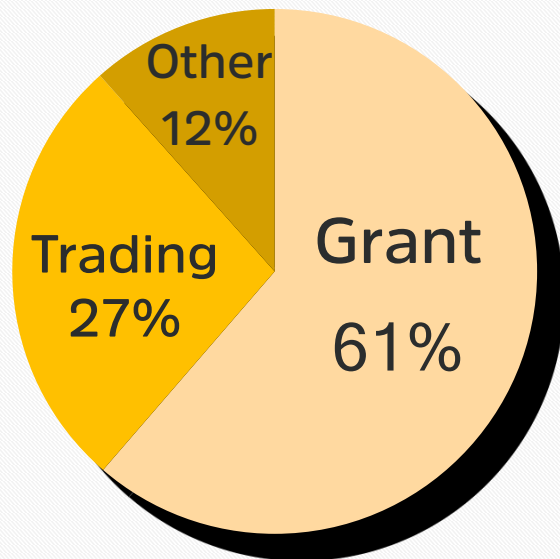
Graphic and Web Designer x2

>> Advertising and Sales.

Advertising and Media Sales Coordinator

HOW DO WE WORK? OUR FINANCES

It costs c£1.4m each year to run the Students' Union, funded from three main sources:



This funding is spent on our activities, roughly equivalent to the following breakdown:

Student Voice (incl. housing & advice)	25%
Student Opportunities (incl. Union Bus)	27%
Communications & Marketing	11%
Finance	13%
HR & Governance	7%
Central Overheads	17%

**WE ARE NOT FOR
PROFIT, JUST FOR
STUDENTS**



OTHER SERVICES WE PROVIDE



**ADVICE
CENTRE**



**SPORTS
CLUBS &
SOCIETIES**



**GIVE IT
A GO**

**COURSE
REPS**



**HOUSESEARCH
MARKET DAY
SUMMER BALL**



**ELECTIONS,
CAMPAIGNS &
REPRESENTATION**



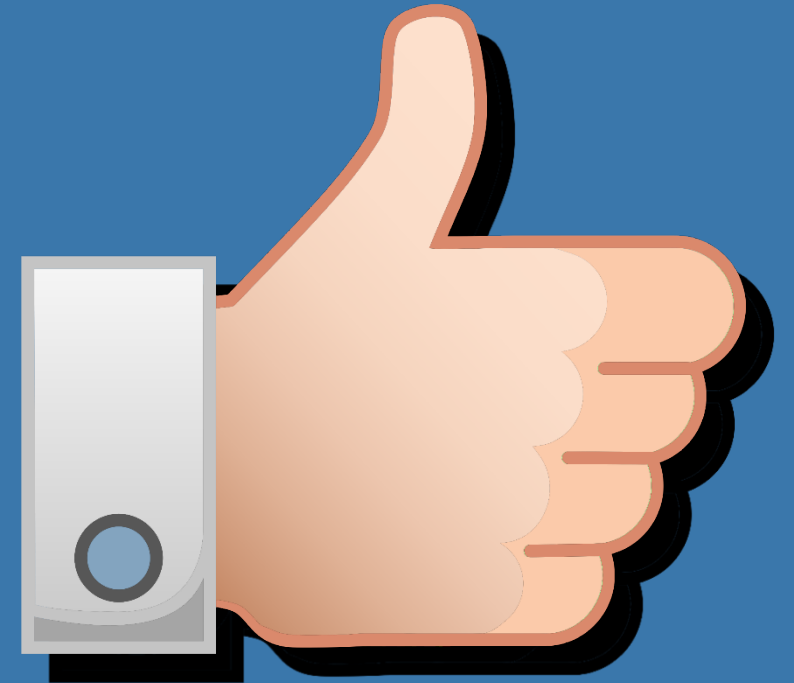
STUDENT VS STUDENT STAFF

- » You are a paid employee of the Students' Union, and therefore subject to employment terms and conditions.
- » You are also a member, and therefore encouraged to participate in the Union's activities as any other student would.
- » Some areas these two concepts may conflict:
 - » Student behaviour / staff role
 - » Media enquiries
 - » Satisfaction surveys
 - » Social media
 - » Your friends
 - » Elections



STUDENT STAFF ENGAGEMENT

- » Each year we run a staff engagement survey in January/February
- » All student staff are encouraged to participate and help us make your time working for the Students' Union more enjoyable and productive.
- » **Some items we've responded to from the past two years:**
 - » New approach to induction
 - » New Rota Cloud software and investment
 - » More student staff recruited
 - » Free Union Bus for staff when working
 - » More staff socials
 - » Student staff forum
 - » Monthly staff newsletter
 - » Discount Card



OUR VALUES: WHAT DO THEY MEAN IN PRACTICE?

OUR VALUES

- » **Implemented in January 2016 after significant consultation with staff and students**
- » **Span the entire organisation, and shape everything from recruitment to day to day services**
- » **Five values should be how the Union 'feels':**
 - » **Student Focused**
 - » **High Quality**
 - » **Brave**
 - » **Trustworthy**
 - » **Inclusive**

**“IT’S NOT
HARD TO MAKE
DECISIONS
WHEN YOU KNOW
WHAT YOUR
VALUES ARE”**

- ROY DISNEY

**EVERYTHING WE DO
SHOULD HAVE STUDENTS
AT THE HEART OF IT**

Student Focused

**EXPECTATIONS ARE HIGH
AND WE MUST EXCEED
THEM**

High Quality

**WE SHOULD BE BOLD AND
NOT AFRAID TO CHALLENGE
THE STATUS QUO**

Brave

**We will ensure we are
transparent, honest and
fair in what we say and do**

Trustworthy

**We will offer a diverse
range of activities which
are fulfilling and accessible**

Inclusive

BEING INCLUSIVE

We expect all staff to help encourage a culture of dignity and respect.

- » Behave in a way that respects the rights and dignity of others
- » Treat others fairly
- » Value and celebrate differences and the contribution they make
- » Challenge inappropriate behaviour
- » Demonstrate a commitment to upholding our policies on equality and diversity
- » Engage in the principles behind 'A Good Night Out' campaign (if venues staff)

GOOD NIGHT OUT

**WE WANT YOU TO HAVE A
GOOD NIGHT OUT**

**IF SOMETHING OR SOMEONE MAKES
YOU FEEL UNCOMFORTABLE, NO
MATTER HOW MINOR IT SEEMS, YOU
CAN REPORT IT TO ANY MEMBER OF
OUR STAFF AND THEY WILL WORK
WITH YOU TO MAKE SURE IT DOESN'T
HAVE TO RUIN YOUR NIGHT.**

TWEET YOUR EXPERIENCES
@HOLLABACKLDN #GOODNIGHTOUT

WE SUPPORT HOLLABACK LONDON'S GOOD NIGHT OUT CAMPAIGN
HOLLABACK LONDON IS PART OF A GLOBAL
NETWORK DEDICATED TO ENDING HARASSMENT

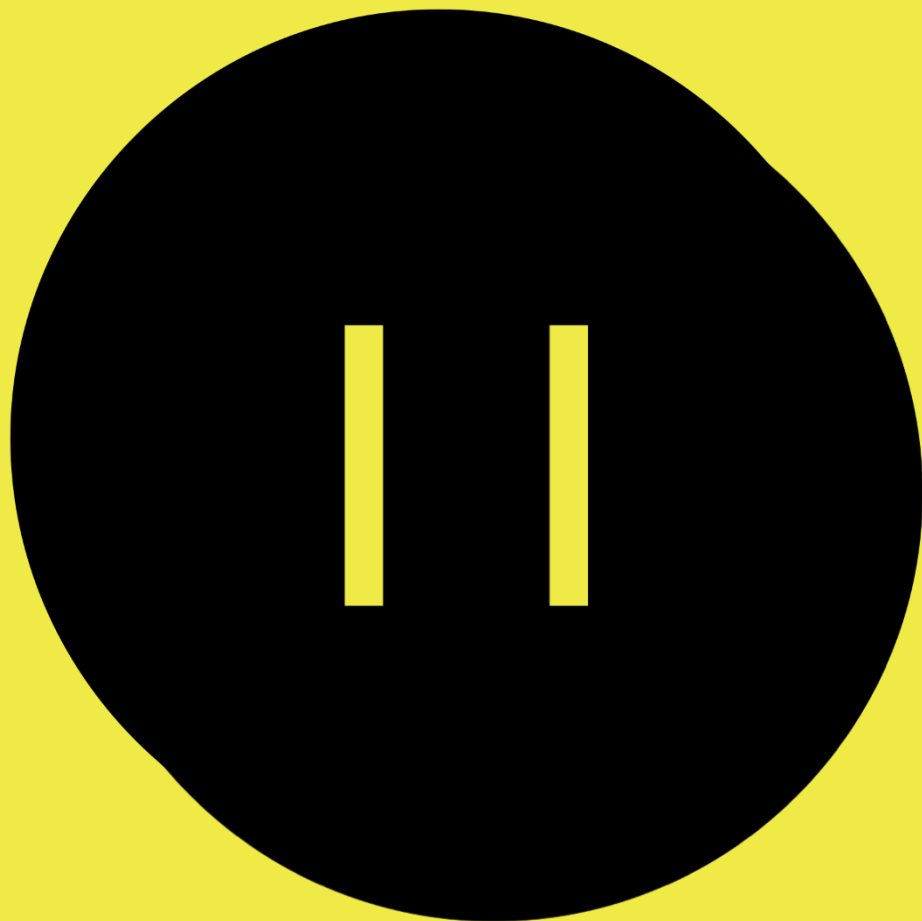
FIND OUT MORE AT LDN.HOLLABACK.ORG
AND DOWNLOAD OUR FREE APP

hollaback!
London

OUR VALUES AWARDS



- » We use PeopleHR to recognise values-led behaviour from all staff
- » For outstanding behaviour there are a limited number of £5 vouchers
- » All Line Managers and above can issue them – but if you see someone who deserves one, tell us!



**TAKE A
BREAK
FOR 5 MINUTES**


2. HOW DO ROTAS WORK? & GETTING YOUR MONEY

PEOPLE HR

Our employee information system manages your personal information and helps you keep track of what's going on with the organisation.

- » Available via a website <https://surhul.peoplehr.net> (or via the free mobile app)
- » You will receive a welcome email with your login
- » Via PeopleHR you can:
 - » Amend your campus address if it changes
 - » Amend your bank details if they change
 - » Access policies and procedures
 - » Access news from your team or department

Having Problems? [Visit Our Support Site](#)

 People Students' Union Royal Holloway University [Login](#)

Please enter your login details below.

Email Address

Password

[Forgot Your Password?](#) [Login](#)

PEOPLE HR: POLICIES

You will be sent a notification via People HR to sign that you've read a number of important documents. Please do this ASAP as they are an important part of your induction.

- » Health & Safety Policy
 - » Dignity at Work Policy
 - » Equality & Diversity Policy
 - » Cash Handling Policy
 - » Disciplinary Policy
 - » Grievance Policy
 - » Data Protection Policy
-
- » As part of your Team Training, you will be required to sign other documents
 - » All our policies are available under the 'Company Documents' section of PeopleHR

PAY DATES (YOU'LL GET THE FULL LIST OF THESE VIA EMAIL)

Last Shift (up to midnight)	Payroll Processing (From 7:30am)	Pay Date
Thursday 19 th March	Friday 20 th March	Tuesday 24 th March
Sunday 19 th April	Monday 20 th April	Friday 24 th April
Tuesday 19 th May	Wednesday 20 th May	Friday 22 nd May
Friday 19 th June	Monday 22 nd June	Wednesday 24 th June
You will always get paid on 24 th of the month, or before if the 24 th falls on a weekend 😊		

ACTIVATE YOUR ROTA CLOUD ACCOUNT

We have emailed you a link to your Rota Cloud account. Take out your phones and find it – click to activate it.

- » You can also download the app for both Apple and Android phones
- » Use the mobile app to view your personal rota
- » Use the website for submitting your unavailability and claiming open shifts (more of this later)



RotaCloud

Login

You must sign in to view this page

Email Address

Your College Email Address

Password

[I forgot my password](#)

Sign In

Our employee rota system lets you set your unavailability every two weeks, manages your shifts, and lets you clock into them to be paid.

- » Available online at www.rotacloud.com (or via the mobile app which we strongly recommend you download)
- » You will receive an email asking you to confirm your account and log in
- » New system implemented directly after feedback from student staff

IMPORTANT ROTA DATES (YOU'LL GET THESE VIA EMAIL)

» **There is a clear two-week rota published for all roles**

Unavailability change cut off	Rota is built	Rota is published	Rota includes the dates from
9th March 2020*	10th March 2020	11th March 2020	16th March 2020
23 rd March	24 th March	25 th March	30 th March
6 th April	7 th April	8 th April	13 th April
20 th April	21 st April	22 nd April	27 th April
*Complete this weekend to get shifts in the next rota!			

SETTING YOUR **UN**AVAILABILITY

Our Employee Rota system lets you set your unavailability every two weeks, so you can fit your work around your studies.

- » Every two weeks you'll be asked to log in to Rota Cloud by a particular date and identify which times you are **unavailable** to work.
- » **Unavailability:** If you have a regular unavailability (lectures etc) please ensure this is put on your RotaCloud.
 - » **DO NOT create unavailability that overlaps**
- » You do not need to set your availability – please ignore this functionality

SETTING YOUR UNAVAILABILITY

1

Add Availability Pattern

Title
27 November - 3rd December **2**

Effective Dates
Specific Dates **3**

Start Date
Monday 27 November 2017 **4**

End Date
Sunday 3 December 2017 **5**

Repeat Every
Week **6**

Add **9**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
06:00 - 10:45 8		07:45 - 13:30		04:15 - 10:00		All Day

7

Add Availability **Add Unavailability** Clear All

The process is simple if you follow these 9 easy steps


1. Click availability
2. Enter period title
3. Select specific dates
4. Select start date
5. Select end date
6. Set to week (ignore)
7. Select add unavailability
8. Drag and drop boxes
9. Click add

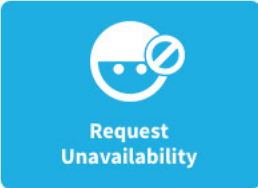
DO NOT OVERLAP UNAVAILABILITY

SWAPPING SHIFTS


You can swap shifts (or take a shift without giving one in return) – but only if you are trained to work in that specific role and location.

- » Student staff should continue to communicate and make arrangements via social media
- » Once you have found someone, click on the shift and select 'swap shift'. You will then be required to select the student in question. If they accept, it is automatically sent to a manager for approval, and the rota is updated.

	12 Mon	13 Tue	14 Wed	15 Thu	16 Fri	17 Sat	18 Sun
Open Shifts		13:00 - 17:00 Tech Support (20 min break)	13:00 - 17:00 20 min break	08:00 - 17:00 Sales Assistant (30 min break)			
Joe Bloggs 25h 30m 3 shifts				08:00 - 17:00 Sales Assistant (30 min break)			
Jenny Cloud				13:00 - 17:00 Tech Support (20 min break)			
John Smith							
 Peter Bryant	13:00 - 17:00 Tech Support (20 min break)	13:00 - 17:00 Tech Support (20 min break)	13:00 - 18:00 Tech Support (20 min break)	13:00 - 17:00 Tech Support (20 min break)	13:00 - 17:00 Tech Support (20 min break)		



Request Unavailability

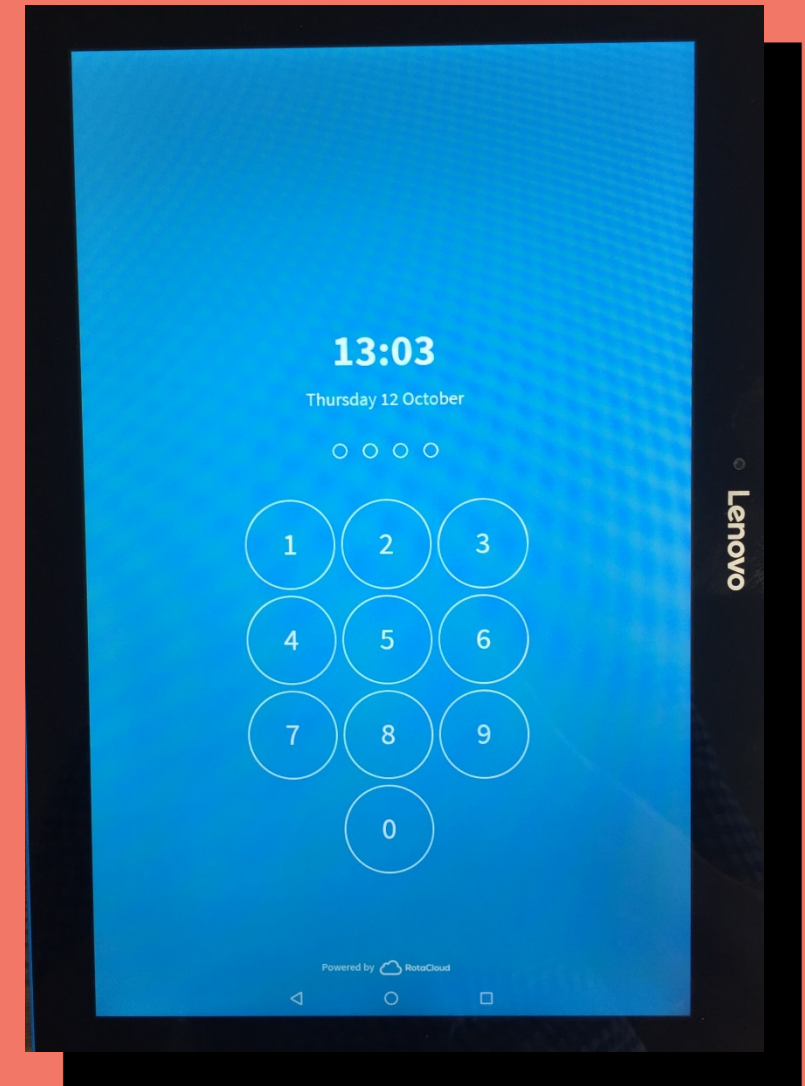


Swap Shift

CLOCKING IN & PAYROLL

Rota Cloud will allow you to sign in to a specific shift.

- » You will need to enter your passcode, which will be automatically emailed to you
- » It is also available under settings / clocking in on your account
- » Clocking in stations are located in all venues (Tommy's Kitchen Bar, Union Shop, Union Building, Medicine and The Packhorse)
- » **Do not** clock in or out for each other or share your pin



3. IMPORTANT PAPERWORK, UNIFORM AND OTHER BITS

FORMS AND PAPERWORK

Please listen extremely carefully, as we are going to complete all the forms you need to submit to us. Mistakes will stop you getting shifts or even worse, getting paid.

- » Right to Work check (Passport / Visa)
- » Employee Information Form (pink)
- » Employee Health Questionnaire (blue)
- » Starter Checklist (formerly P46, or P45 if you have one)
- » Food Handling Questionnaire (Bar & Catering, Union Shop only) (green)
- » Contract & Statement of Particulars (white)

FORM 1: EMPLOYEE INFORMATION FORM

Take out the **pink** form. Use block capital letters and make your handwriting as neat as possible. Illegible forms cause delays and you won't be able to work.

- » **National Insurance Number:** find this
- » **Passport Number:** find this on the back page of your passport
- » **Student Number:** find this on your College card
- » **University Email:** we will always use this to communicate officially with you, and this will be your login for PeopleHR and RotaCloud. **Please use your name/year version,** not the number/letter combination version.
- » **Bank Account Number / Sort Code:** you can find this information on your bank card

FORM 1: BANK ACCOUNT DETAILS

Sort Code: the 6 digit number in the following format 00-00-00

Bank Account Name: exactly as it appears on your account



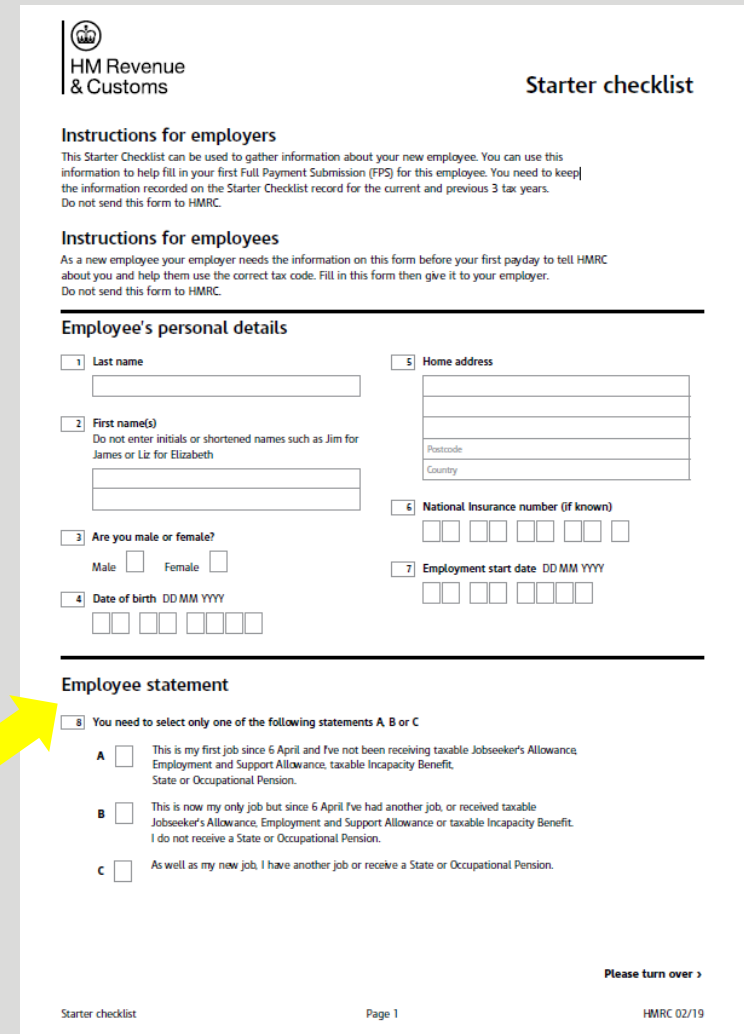
Bank Account Number: the 8 digit number

FORM 2: P45 or HMRC Starter Checklist

If you don't have a P45, take out the white form with 'HM Revenues & Customs' clearly listed at the top.

Take particular notice of the following sections:

- » **Complete the whole form, front and back:** There are 15 questions you will need to read carefully and answer, ensuring you sign and date the declaration at the end.
- » **Boxes:** please use one letter per box, and write clearly in capital letters to ensure your answers are legible
- » **Employee Statement:** Read this carefully.



The image shows a scan of the HMRC Starter Checklist form. At the top left is the HM Revenue & Customs logo. The title 'Starter checklist' is on the right. Below the title are instructions for employers and employees. The 'Employee's personal details' section includes fields for last name, first name(s), home address, postcode, country, date of birth, and national insurance number. The 'Employee statement' section has three options (A, B, C) for selecting the correct statement regarding previous employment and benefits. A yellow arrow points from the text 'Employee Statement: Read this carefully.' to the 'Employee statement' section of the form. At the bottom right of the form, it says 'Please turn over >'. The footer contains 'Starter checklist', 'Page 1', and 'HMRC 02/19'.

FORM 3: EMPLOYEE HEALTH QUESTIONNAIRE

Take out the blue and lilac forms. These are important as it helps us to understand if we need to make any adjustments to your role due to health conditions.

Take particular notice of the following sections:

- » **All Questions:** it's important that we don't ask you to do anything that is incompatible with a health condition
- » **Yes / No:** please delete the answers that are not correct, which means the form should read logically
- » **Declaration:** we keep this information highly confidential at all times

FORM 4: FOOD HANDLING QUESTIONNAIRE

(ONLY FOR BAR & CATERING TEAM MEMBERS)

Take out the **green** form. This is important as it relates to food safety.

Take particular notice of the following sections:

- » **All Questions:** it's important you answer all questions accurately, to ensure we don't put students (or other customers) at risk
- » **Yes / No:** please delete the answers that are not correct, which means the form should read logically
- » **Agreement to Report Infections:** it's essential that you communicate to us any instances where you are ill – again so we can ensure customers are not put at risk

FORM 5: CONTRACT & STATEMENT OF PARTICULARS

Take out the white form. There are two copies – one for you, and one for the organisation. Read it thoroughly and sign it. If you have any questions, please ask a member of staff to explain it.

Take particular notice of the following sections:

- » **Hours of Work:** zero hour contracts give you freedom to fit around your studies, but please be mindful of organisational priorities and the shifts you indicated at the time of application
- » **Rate of Pay:** we ‘bundle’ in your holiday pay to take into account the hours you accrue
- » **Confidentiality:** you should treat this job seriously, and respect privacy at all times

FORM CONFIRMATION

Before you leave this Union Induction, you will now need to submit your forms and have them checked. Please make sure your name is on the front of your pack.

- » Collect your passport (if not collected already)
- » Read through your contract & statement of particulars and sign both copies
- » Finalise your forms
- » Hand in your forms
- » Head to both Uniform and Team Training Signup
- » Get ready to start work

UNIFORM COLLECTION

If you haven't already – please use this short break to collect your uniform!

- » Black t-shirt
- » Sizes available: XS, S, M, L, XL, XXL, XXXL

- » Fleeces available
- » Sizes available: S, M, L

SUMMER PARTY

We throw a number of student staff events over the course of the year to help you meet other student staff and say thank you for your hard work.

- » Sunday 7th June 2020
- » 7.30pm – midnight
- » Quiz with prizes
- » Food, drink and DJ
- » Everyone is welcome, especially new staff



UNION SHOP INDUCTION

Part two

>> Student Staff

March 2020



ICE

BREAKER

THE UNION SHOP INDUCTION

Part two

- 1** | **Background – Introduction to the team**
- 2** | **What does a working day look like?**
- 3** | **Basic house rules**
- 4** | **Customer service, tills and the shop floor**

BACKGROUND

YOUR MANAGEMENT TEAM

1

CORE MANAGEMENT

CI ANDERSSON
Manager

MAHSHID FAZLI
Deputy Manager
(People & Customer
Service)

**ELISABETH VAN
DUIN**
Deputy Manager
(Stock &
Administration)

NATALIA KIM
Administration
Coordinator

**IAN
PATTERSON**
Assistant Manager

BACKGROUND

YOUR MANAGEMENT TEAM

2 | **DUTY
MANAGERS**

3 | **SUPERVISORS**



STUDENT STAFF

**Photos and names can be
found in the shop's staff
wall**

BACKGROUND

GENERAL STAFF

4 | PERMANENT STAFF



**WAYNE
BRACKENBURY**



DAWN GREGORY



ANDREA MELTON

5 | STUDENT STAFF

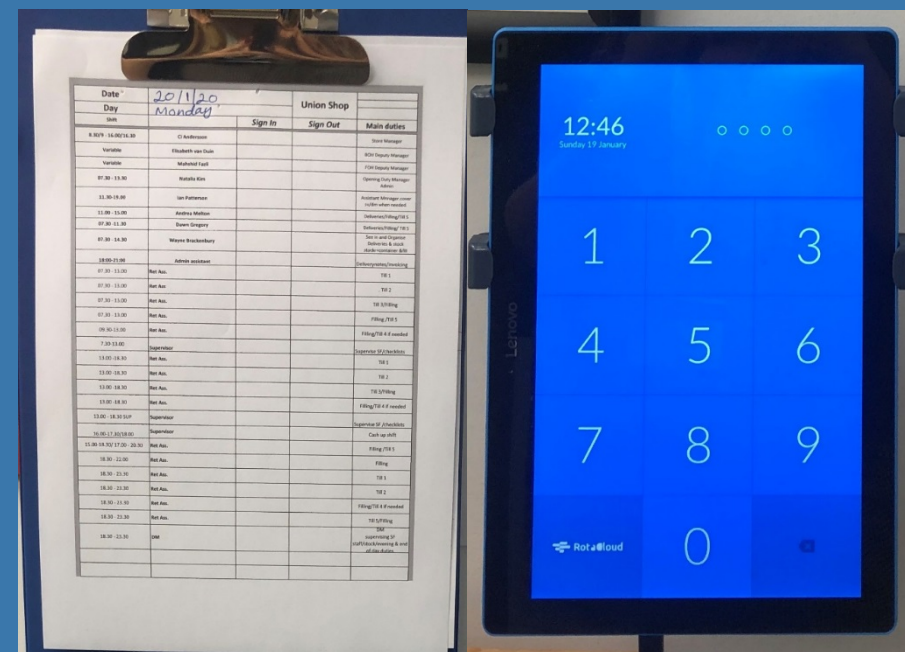
- » **Varies each term**
- » **Recruitment in October and March**
- » **Roughly 150 members**

WHAT DOES YOUR WORKING DAY LOOK LIKE?

1 CLOCK IN

2 SIGN IN VIA THE FIRE SAFETY SHEET

3 REPORT TO YOUR SUPERVISOR OR ANY MANAGER ON SHIFT



WHAT DOES YOUR WORKING DAY LOOK LIKE? (CONT.)

DAILY ROUTINES*

*Depending on the shift you're doing, tasks might be slightly different (morning, afternoon, evening shifts)



DELIVERIES

Some deliveries (sandwiches, newspapers, bread and sushi) need to be checked in



SUPPLIERS*

We have a lot of them, but these are the main ones:

- CO-OP
- BLAKEMORE

*Each supplier will have different delivery days and times



MORNING

- SANDWICHES
- NEWSPAPERS
- BREAD
- SUSHI
- MILK

WHAT DOES YOUR WORKING DAY LOOK LIKE? (CONT.)

DAILY ROUTINES

2

**FILLING &
REPLENISHING
SHELVES**



3

**KEEP THE SHOP
FLOOR TIDY**



4

**WORK THE
TILLS**



GROUP DISCUSSION

BASIC HOUSE RULES

BASIC HOUSE RULES

- >> Punctuality and attendance: reporting absence and lateness**
- >> Uniform and staff card**
- >> Notice boards and personal property**
- >> Taking breaks**
- >> Treating your friends as customers & serving yourself.**

BASIC HOUSE RULES

>> Punctuality and attendance

It's important to show up to your shift on time!

ABSENCE

>> Sickness

You must ring the store in person at least two hours before the start of your shift. Email is not an acceptable way of reporting this.

>> Other

The store must be contacted as soon as possible.

LATENESS

As this is still a form of absence, the store must be informed as soon as possible.

Union Shop
contact:
01784 443268

BASIC HOUSE RULES

>> Uniform

Robin is appropriately dressed for his shift



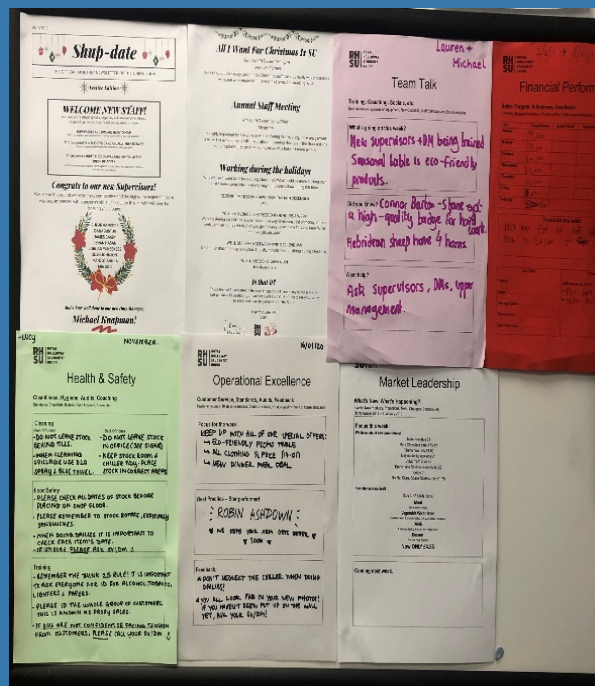
- Branded polo and fleece
- Black or dark blue trousers (no rips)
- Black or dark shoes
- No excessive jewellery: bracelets and rings to be avoided
- Long hair should be tied up
- Your staff card is essential and a part of your uniform



Jaimi forgot to put her hair up

BASIC HOUSE RULES

>> Notice Boards and Personal Property



>> Updates from your DMs



Before you start your shift, all personal property must be left in the lockers provided in the office



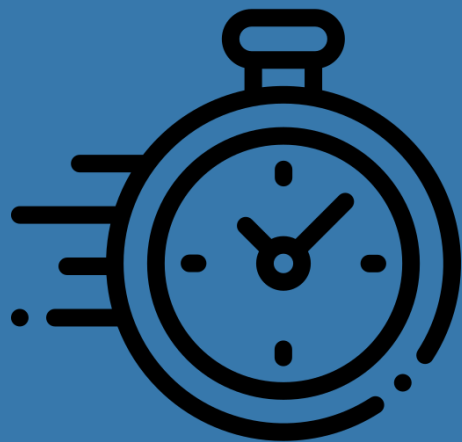
Phones are not allowed on the shop floor under any circumstance.



Do not carry cash on you whilst on shift.

BASIC HOUSE RULES

>> Taking Breaks



If a shift is 6 hours or longer, employees are entitled to take a 20 minute break.

Always speak to your line manager if you feel like you could do with a short break!

You must never go on break without letting your manager know.

BASIC HOUSE RULES

>> Treating friends as customers and serving yourself

A lot of customers in the Union Shop will probably be people you know

it's important to work professionally and make no distinction between friends and regular customers.



Serving yourself on tills

Serving yourself is not allowed – if you wish to buy yourself a drink or a snack, you have to queue up like everyone else!



GOOD CUSTOMER SERVICE

It's at the core of how we work at the Union Shop.



**Greeting customers on
till**

**Talking to someone
else whilst serving
customers**

**Eating and drinking on
the shop floor**

**Watching videos on
your phone**

**Offering help to
customers**

**Taking a customer to
the item they're looking
for**



WORKING ON TILLS

- 1 **Swipe your card to sign on**
- 2 **Scan items**
- 3 **Complete transaction through cash, card, or college card**

WORKING ON TILLS



Some students are minors

Checking ID is a legal requirement for restricted items

Some of our customers aren't necessarily students - there are many schools in the local area

Items include: alcohol, tobacco, rolling papers and lighters

WORKING ON TILLS

>> Using the buzzers



**Call a SV or DM to check
£50 notes**



**...or for any questions you
might have!**

THE SHOP FLOOR

General tasks*

**Replenishing
shelves**

**Checking
dates & stock
rotation**

**Keeping
the shop
tidy**

**Checking &
updating
labels**

**Merchandising
& following
planograms**

***In-depth information will be provided
during shifts.**

STORAGE ROOMS

Chiller

Stockroom

Containers

ANY QUESTIONS?

SUMMER PARTY

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