

MARY MABEL VENTURES LTD

STANDARD OPERATING PROCESS (SOP)
ONBOARDING NEW EMPLOYEES

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DEPARTMENT: HUMAN RESOURCES

TABLE OF CONTENT

Table of Content ----- Page -1-

1.0 Scope -----Page -2-

1.1 Purpose -----page -2-

1.2 Stakeholders -----Page -2-

2.0 Roles and Responsibilities -----Page -3-

2.1 HR Stakeholder Flowchart -----Page -4-

2.2 Flow Procedure -----Page -5-

3.0 Procedure -----Pages -6,7 and 8-

4.0 Questions and Feedbacks ----- Page -9-

1. SCOPE:

This applies to all new Staff of M&B Ventures Limited

1.1 PURPOSE:

1	To ensure smooth Transition for new Employees
2	To assist Human Resources Department in Facilitating the necessary Trainings for new Staff members.
3	To ensure all Documentation are appropriate and up to date
4	To ensure Legal Documentation are collected and correct
5	To highlight tasks and who is responsible

1.2 STAKEHOLDERS:

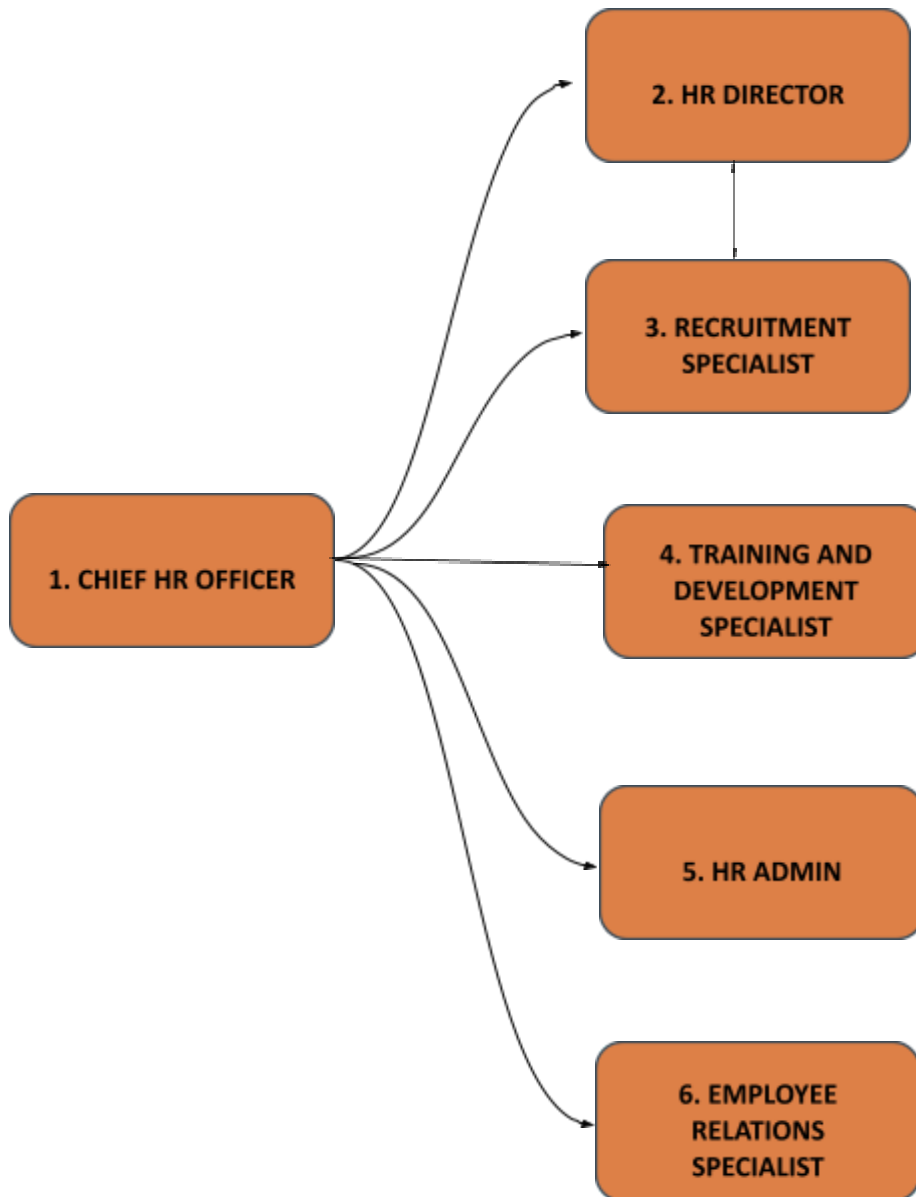
No.	
1	Chief HR Officer
2	HR Director
3	Recruitment Specialist
4	Training and Development Specialist
5	HR Administrators
6	Employee Relationship Specialist

2.0 ROLES AND RESPONSIBILITIES:

ROLES	RESPONSIBILITIES
Chief HR Officer	- The highest-ranking HR executive responsible for overseeing all HR functions and strategies in alignment with the organization's goals and objectives. - Reports directly to the CEO or equivalent executive.
HR Director	- Leads the HR department and supervises HR staff. - Develops HR policies, procedures, and initiatives. - Manages employee relations, performance management, and HR compliance. - Acts as a strategic partner to senior management.
Recruitment Specialist	- Responsible for sourcing, attracting, and hiring qualified candidates to fill open positions within the organization. - Develop recruitment strategies, job postings, and candidate screening processes. - Coordinate interviews, conduct background checks, and extend job offers to selected candidates.
Training and Development Specialist	- Design, develop, and deliver training programs to enhance employee skills and knowledge. - Identify training needs through assessments and performance evaluations. - Coordinate employee development initiatives, such as mentorship programs and leadership development workshops.
HR Administrator	- Provide administrative support to the HR department, including maintaining employee records, processing payroll, and managing HRIS (Human Resources Information System) databases. - Assist with scheduling interviews, coordinating employee events, and handling HR-related documentation.
Employee Relations Specialist	- Manage employee grievances, complaints, and disciplinary actions in accordance with company policies and procedures. - Mediate conflicts between employees and facilitate resolution.

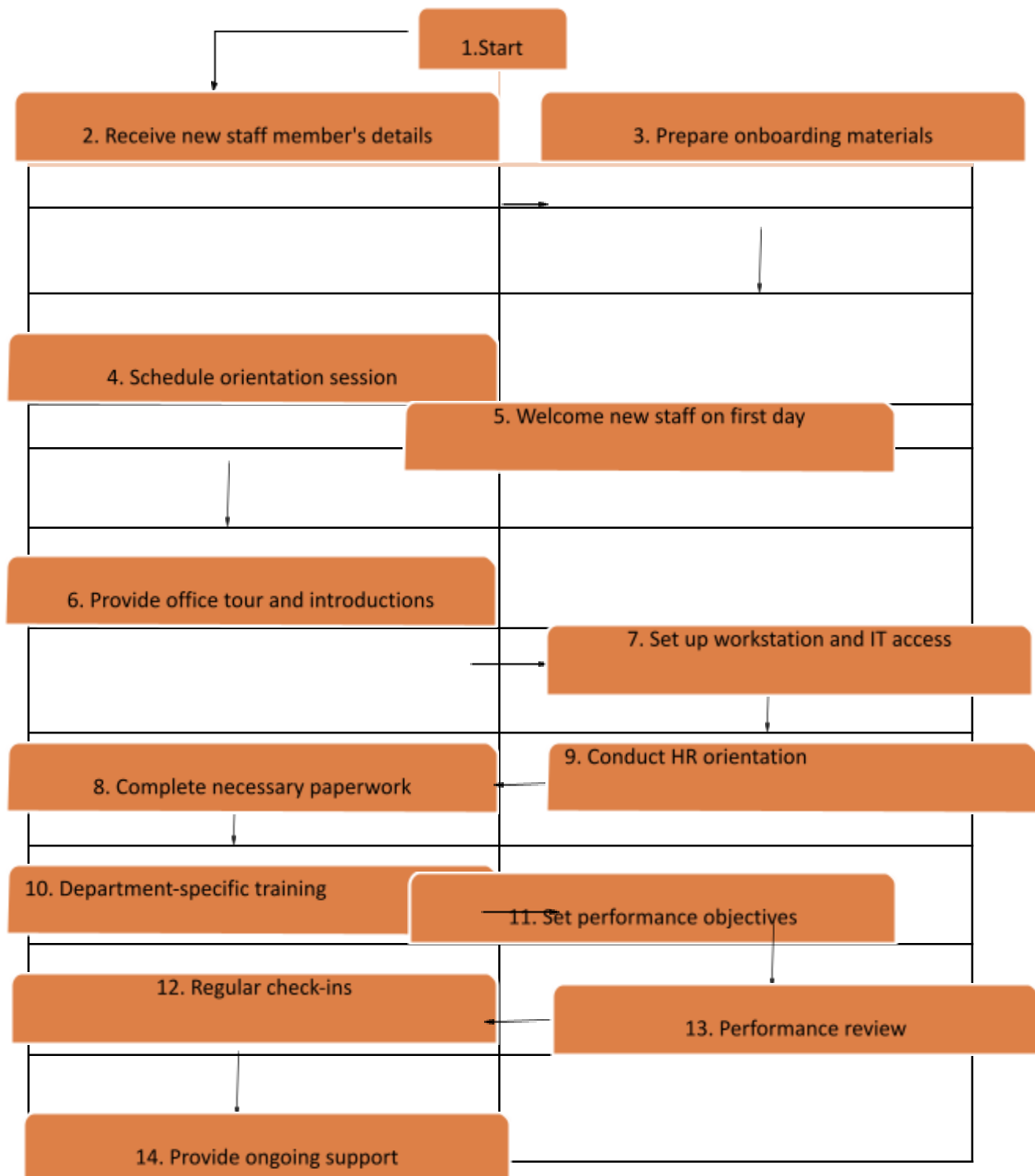
ROLES	RESPONSIBILITIES
	- Promote positive employee relations and a respectful work environment.

2.1 HR STAKEHOLDER FLOWCHART:



2.2. FLOW PROCEDURE:

The Procedure to follow for every new staff is outlined in the Flow Graph below:





3.0 PROCEDURE

1. Pre-boarding Phase:

1.1 Offer Acceptance:

- HR sends an official offer letter outlining position details, compensation, benefits, and start date.
- Upon acceptance, HR initiates the onboarding process.

1.2 Preparing Onboarding Materials:

- HR gathers necessary documents, forms, and resources for the new employee's onboarding.
- Ensure all required paperwork (e.g., employment contract, tax forms, company policies) are prepared and accessible.

2. Onboarding Schedule Creation:

2.1 Coordination:

- HR collaborates with the hiring manager and relevant department heads to create a comprehensive onboarding schedule.
- Schedule includes orientation sessions, training modules, introductions to team members, and departmental overviews.

3. First Day:

3.1 Welcome and Orientation:

- HR welcomes the new employee on their first day, provides a tour of the office, and introduces them to key team members.

- Orientation session covers company mission, values, culture, organizational structure, and general policies.

3.2 Workspace Setup:

- IT department sets up the new employee's workstation, including necessary hardware, software, and access permissions.

3.3 Paperwork Completion:

- HR assists the new employee in completing required paperwork, including employment contracts, tax forms, and benefit enrollment.

4. First Week:

4.1 Training Sessions:

- New employee undergoes department-specific training sessions to familiarize themselves with tools, processes, and procedures.

- Training may include shadowing experienced colleagues, online courses, or formal training sessions.

4.2 Goal Setting:

- Manager meets with the new employee to discuss role expectations, responsibilities, and performance objectives.

- SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals are established for the initial probationary period.

5. First Month:

5.1 Check-ins:

- HR conducts regular check-ins with the new employee to address any questions or concerns and ensure a smooth transition.

- Manager provides ongoing feedback and support to facilitate the new employee's integration into the team.

5.2 Performance Review:

- At the end of the first month, HR conducts a performance review meeting to assess the new employee's progress and address any areas for improvement.

6. Ongoing Support:

6.1 Mentorship Program:

- Assign a mentor to the new employee to provide guidance, support, and assistance in navigating the company culture and processes.

6.2 Training and Development:

- Provide ongoing training opportunities to enhance the new employee's skills and knowledge.
- Encourage participation in workshops, seminars, and online courses relevant to their role.

7. Conclusion:

7.1 Feedback Gathering:

- HR gathers feedback from the new employee regarding their onboarding experience, seeking insights to improve future processes.

7.2 Continuous Improvement:

- HR reviews the onboarding process regularly, identifying areas for improvement and implementing necessary changes to enhance effectiveness and efficiency.

7.3 Celebrate Milestones:

- Celebrate the successful completion of the new employee's probationary period and integration into the team with a recognition event or milestone celebration.

7.4 Follow-up:

- HR maintains regular communication with the new employee beyond the initial onboarding period, ensuring ongoing support and engagement.