

welcome from the Vice Chancellor

I became the University's Vice Chancellor and Chief Executive in 2000. This was, and remains, a tremendous privilege for me, given the University's longstanding reputation for excellent teaching and the opportunities this provides in terms of maximising both student and staff potential in an environment that is stimulating, challenging and exciting.

LJMU was originally founded in 1825 and has continued to go from strength to strength, and we now have over 24,000 students and over 3,000 staff from all over the world. The University has played a vital role in the cultural renaissance of Liverpool and has taken an active part in the regeneration of the city.

One of the University's two main roles is to help our students and staff achieve their potential and become what they want to be and what society needs. Our other main role is to generate new knowledge that improves the world and illuminates our understanding of it. We are acknowledged as excelling in both of these roles, and we intend to do even better – hence the ambitious programme of investment in facilities and staff that we will be continuing over the next few years. Our success was recognised in October 2008 when we were the first UK University to win the British Quality Foundation's UK Excellence Award.

We are a community in a creative and dynamic city. We set high standards and have a clear vision for the future. This truly is an exciting place to study and work and I hope you enjoy being part of it.

Professor Michael Brown CBE DL

Vice-Chancellor and Chief Executive

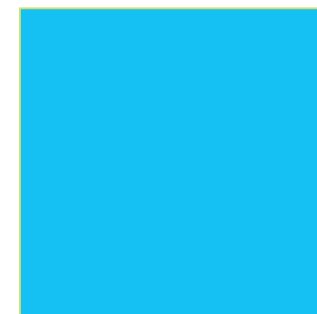


the purpose of induction

At LJMU we recognise that, to get the best results from our staff, we need to ensure we provide them with the tools to perform their role to the highest possible standard. The process of induction is a key part of preparing an individual for their job role, providing them with the opportunity to learn about the University and their local working environment. Whilst making new staff fully aware of policies and procedures, it is our responsibility to ensure they settle into their role as quickly and as easily as possible.

The purpose of our induction is to:

- enable staff to settle into their job and feel welcomed to LJMU
- engender staff loyalty and commitment to supporting the LJMU mission
- ensure staff members are aware of the LJMU values; that they understand and adhere to policies, codes of practice and procedures
- enable staff to confidently, safely and effectively perform in their role, contributing towards achieving the University's strategic goals



who is this induction guidebook for?

This booklet has been developed to support the face-to-face process of induction and is designed to support:

- Staff new to LJMU and their line managers
- Existing staff who may have been promoted and/or have changed position within LJMU (i.e. moving from a support to a managerial role, an administrative/technical role to an academic role, etc) and their line managers

The booklet signposts:

- Key information regarding working at LJMU
- A wide range of staff contacts and LJMU resources

This booklet should be used in conjunction with the Staff Handbook issued to new staff by Human Resources (HR) on their first day of employment and the Health and Safety Induction Workbook. If you have not received a copy, please contact the HR team on tel. extension 3166/3352

Please note that HR is not responsible for 'inducting' a new starter beyond the responsibilities highlighted above.

The Staff Handbook is also available at:
www.ljmu.ac.uk/personnel/87155.htm

The Health and Safety Induction Workbook is available at:
www.ljmu.ac.uk/hsu/92310.htm



feedback

Your feedback on the booklet is welcome. Please contact:

Samantha Birkett	HR Manager – Operations	s.j.birkett@ljmu.ac.uk
Rachel Boulter	Development Officer	r.m.boulter@ljmu.ac.uk
Julie Bennett	Team Administrator	j.bennett@ljmu.ac.uk

about LJMU

LJMU was originally founded as a small mechanics institution (Liverpool Mechanics' School of Arts) in 1825; the institution grew over the centuries by converging and amalgamating with different colleges and eventually became the Liverpool Polytechnic. In 1992, the Polytechnic became one of the UK's new generation universities and assumed the name Liverpool John Moores University. The University took its name from Sir John Moores, the founder of the Littlewoods empire, which has been synonymous with Liverpool since it began in 1923. Sir John was a great believer in the creation of opportunity for all which embodies the ethos of LJMU in providing educational routes for people of all ages and from all backgrounds.

LJMU offers students a truly unique university experience; one that places work-related learning and skills development at the heart of every undergraduate degree, without compromising on the academic quality of our programmes.

We are committed to giving our students the best foundations for a successful future. We offer excellent facilities, high quality degree programmes, supportive staff and a thriving student community drawn from 100 countries around the world.

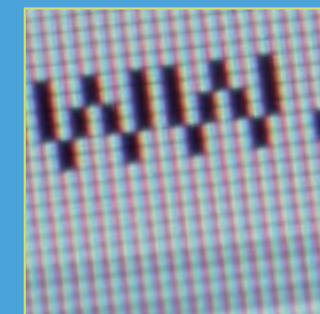
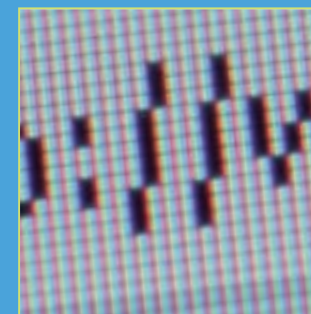
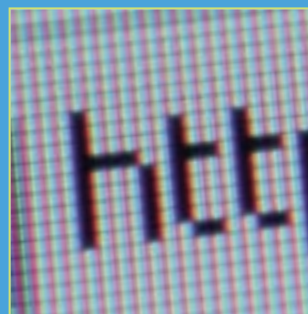


LJMU world

The LJMU website is a useful source of information about LJMU, including:

- World of Work (WOW®) skills
- Research Activity
- Enterprise Activity
- Teaching and Learning at LJMU
- Staff Development
- IT Support

Read about the University's 5 year Strategic Plan at:
www.ljmu.ac.uk/Vice_Chancellor/94357.htm.



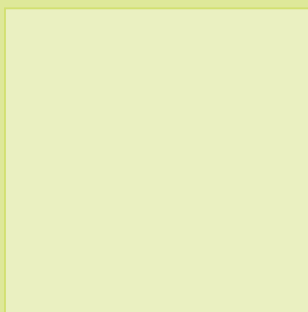
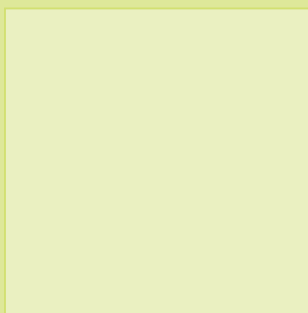
our purpose and values

“Our mission is to serve and enrich our students, clients and communities by providing opportunities for advancement through education, training, research and the transfer of knowledge”

The Purpose of Liverpool John Moores University

The purpose of Liverpool John Moores University as perceived by its members and stakeholders can be summarised as follows:

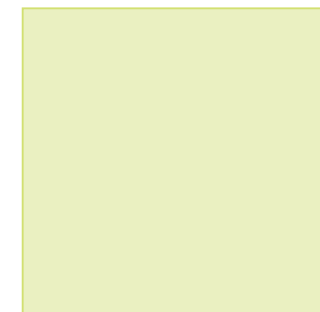
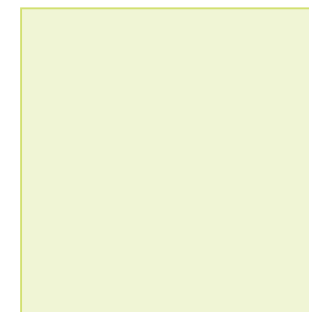
1. To create appropriate high quality opportunities that enable learning, advancement, development, and employment, and that are open to as many individuals and communities as is achievable and sustainable
2. To create and support opportunities for successful participation by under-represented groups, as well as for continuing personal, professional and skills development for all members of the University
3. To create an environment in which staff and students can engage in research that is innovative; that contributes to knowledge or to professional practice; that encourages personal and professional development; that enhances learning; or that is of social or economic importance to communities
4. To reinforce the entire range of activities with a culture of scholarship, and with a growing body of specific research that is consistently of national and international standing and benefit
5. To endeavour through partnership and enterprise to impact upon economic development and regeneration, as well as social and cultural advancement, whether at local, national or international levels



the core values of Liverpool John Moores University

Full realisation of the Mission can only be achieved by a collaborative approach on the part of everyone in the organisation, so that individual attitudes and behaviour are key to success. The values and conduct to which staff aspire, and wish to foster and sustain, can be summarised as follows:

1. We put students and clients first
2. We are committed to excellence in everything we do
3. We respect and trust each other
4. We work as one team
5. We lead rather than follow; and defend independence of thought
6. We recognise and celebrate success
7. We take our work seriously, not ourselves



useful contacts

Human Resources

The HR Team offers strategic and operational support to university management and staff in all areas of employment. It works closely with the Corporate Services Team to deliver an integrated approach to Human Resource Management across the University.

We aim to provide the highest possible quality of professional advice and services to the University and its staff and managers on:

- Staff recruitment and selection
- Staff discipline and grievance
- Job grading
- Pay
- Conditions of employment
- Employment law
- Equality of opportunity
- Managing change
- Trade union relationships
- Employment policy development
- Development and implementation of the HR Strategy
- HR information system

contact numbers

Name	Area	Extension
HR Advisers		
John Clay	Faculty of Science Marketing	3277
Collette Dickinson	Faculty of Business Law PVC Administration	3562
Sally-Ann Costello	Faculty of Health and Applied Social Sciences Student Services	3650
Maureen Lee	Faculty of Media, Arts and Social Science	3546

Amanda Mannion	PVC Development	3532
Sandra McCrystal	Faculty of Technology and Environment	3637
Janet Neil	Faculty of Health and Applied Social Sciences Library and Information Services	3563
Joanne Wilson	PVC Delivery Faculty of Education, Community and Leisure Property Services	3148
Jayne Brown	Pensions	3401
Lorraine Kuya	Pensions	3398
General Enquiries		3107

Centre for Staff Development

Meriel Box	Head of Staff Development	5552
Helen Bennett	Staff Development Advisor	5551
Jason Boulter	Staff Development Advisor	5551
John Trantom	Staff Development Advisor	5551
Pat Ellis	ECDL/IT Support Tutor	5658
General Enquiries		5550

Learning Development Unit

Rach Boulter	Development Officer	8666
Carol Maynard	Programme Leader – Postgraduate Certificate in Learning and Teaching in HE	8667
Liz Menzie	Programme Administrator – Postgraduate Certificate in Learning and Teaching in HE	5292
General Enquiries		8101

Health and Safety Unit

John Gillin	Safety Advisor, Senior and Health Services	3498
Sean Holdsworth	Health and Safety Advisor	3413
Lorraine Buchan	Health and Safety Advisor	3121
Justine Smith	Assistant Health and Safety Advisor	3406
Paula Quirk	Team Co-ordinator	3037
Lisa Farrell	Health and Safety Systems Assistant	3571
General Enquiries		3037

Occupational Health Unit

Dr Nigel Wilson	Consultant Occupational Physician
Joyce Stoton	Occupational Health Nurse
Emily Bedford	Assistant Occupational Health Nurse
Joan Graham	Admin Assistant
Cindy Devine-Jones	Admin Assistant

Student Medical Services

Cath Evans	Nurse	5233
Hilary Morgan	Admin/Healthcare Assistant	

Computing and Information Services

IT Helpdesk	To report hardware faults	5555
Rosie Diver	Off - Campus Support	3179

Car Parking

Gaynor Morris	Car Parking Permits	2556
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your health and safety

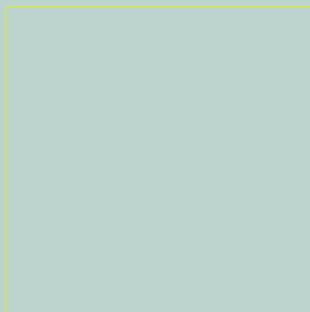
As a member of staff at LJMU, it is imperative that appropriate measures are taken and resources are made available to support your health and safety whilst at work.

Please see the Staff Handbook regarding LJMU Health and Safety Policy and your personal responsibility as a member of staff.

People who are new to LJMU are required to complete the Health and Safety Induction Workbook. The final page of this workbook should be completed and returned to: Paula Quirk, Team Coordinator, Health and Safety Unit, Rodney House.

The Workbook is available here:
www.ljmu.ac.uk/HSU/92310.htm.

Alternatively, please contact the Health and Safety Unit for a copy (contact details on page 13).



equality and diversity

LJMU is committed to providing a safe working environment where discrimination or harassment does not occur on the basis of age, colour, disability, ethnic origin, gender, marital or family status, nationality, race, religion or sexual orientation.

The following information is available on the Equality and Diversity webpage, www.ljmu.ac.uk/EOU/index.htm:

- Equality and Diversity statement
- Equality and Diversity policies
- LJMU's Equality Schemes
- Equality Impact Assessments
- Equality – Frequently Asked Questions
- Cultural/Religious Information and Festivals
- Diversity in the Workplace: e-Learning Module
- LJMU Equality Staff Groups
- Diary of events and workshops
- Useful links

If you have an enquiry about equality or diversity, please contact Moni Akinsanya, Equality and Diversity Officer, 0151 231 3551, m.m.akinsanya@ljmu.ac.uk.

You are warmly welcomed to join our Staff Equality Groups supporting Lesbian, Gay, Bisexual, Transgender, Disabled, and Culturally Diverse people. The staff groups provide a collective voice and proactively contribute to policy development, decision making, inclusiveness and social networking.

Contacts:

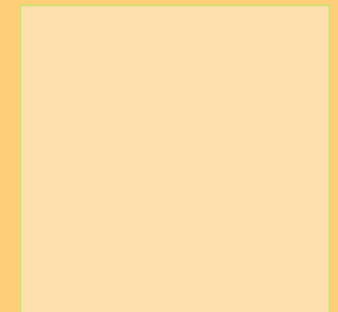
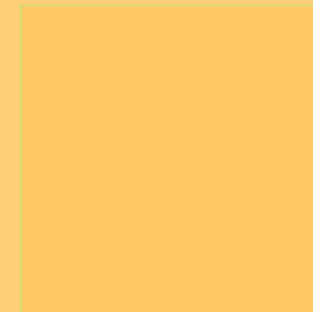
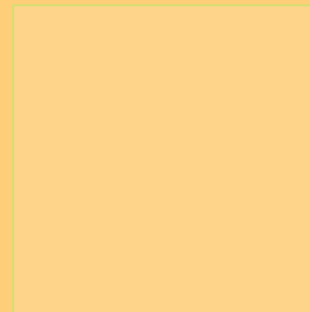
Name	Group	E-mail	Extension
Bill Nolan	Disability	W.Nolan@ljmu.ac.uk	2299
Marcellina Boyle	Cultural Diversity	M.Boyle@ljmu.ac.uk	5564
Meriel Box	LGBT Group	M.Box@ljmu.ac.uk	5552



campuses

LJMU comprises of three large campuses – two in the city centre and one based in South Liverpool. Travelling to and from each campus can be quite a daunting task for staff new to LJMU, especially for those new to the city. A route planner is available on the LJMU website, providing information on how to get from one campus to another: www.ljmu.ac.uk/Location/routeplanner.asp. Within this section, you can also locate particular Faculties, Schools and Services. LJMU campus maps are available from the HR team.

If you are a new member of staff and are having difficulties finding suitable accommodation, please contact a member of HR in the first instance.



induction checklist

To be completed by new staff member:

Faculty: _____

School: _____

PVC Office: _____

Service: _____

Your Name: _____

Extension: _____

Email: _____

Location Details: _____

Line manager: _____

Name: _____

Extension: _____

Email: _____

Mentor: _____

Name: _____

Extension: _____

EMail: _____

induction activities **FIRST WEEK**

The following activities should be completed by all new staff within their first week. It is the joint responsibility of the individual member of staff and line manager to ensure that these activities are carried out.

Please note, some of the items may not be applicable for every work setting (e.g. not all staff will have a local staff room or a key to their work area, etc). Where an item is not applicable, please indicate 'N/A' in the 'Date Complete' column.

Activity	Responsibility	Date Complete
ID Swipe Card LJMU IT Access	HR Team	
Formal documentation completed online	HR Team	
Equipment Access: Office/work area located and key provided Access to PC and printer Access to photocopier Access to telephone	Line Manager	
Facilities Access: Toilets Kitchen/Wash Room Staff Room Fire Exits/Fire Alarm Procedures	Line Manager	
Introductions: Director/Head of Department Department/Team Mentor School Office Manager/Team Local First Aider and Fire Warden	Line Manager	

Local Health and Safety Officer

Other relevant staff with additional health and safety responsibilities (eg Radiation Protection Supervisors)

core development

all staff new to LJMU

All staff newly employed by the University, regardless of their role, are required to undertake the following core development programmes:

Activity	Time	Responsibility	Date Complete
Introduction to LJMU	10.00 – 16.00	Employee to contact Centre for Staff Development	
Personal Safety	3 hours	Employee to contact Centre for Staff Development	
Diversity in the Workplace : e-learning module	45 minutes – 1 hour	Employee to access module from here: www.ljmu.ac.uk/CSD/95387.htm	
Recruitment & Selection: Parts 1 & 2	2 x Full Day	NB: this 2 day programme is only mandatory for staff who are going to be involved in recruitment and selection interviews. Please check with your Line Manager in the first instance and contact Centre for Staff Development to make a booking	

core development

all staff new to a supervisory or management role at LJMU

All staff newly employed by the University who are responsible for supervising or managing people are required to undertake the following professional development:

Activity	Time	Responsibility	Date Complete
Recruitment & Selection – Parts 1 & 2	Full Day	NB: this 2 day programme is only mandatory for staff who are going to be involved in recruitment and selection interviews. Please check with your Line Manager in the first instance and contact Centre for Staff Development to make a booking	
Conducting PDPR	Full Day	Employee to contact Centre for Staff Development	
Manager's Tool Kit	Full Day	Employee to contact Centre for Staff Development	
ILM Level 3 First Line Management Programme	Flexible duration	Employee to contact Centre for Staff Development to discuss appropriateness	
ILM Level 5 Leadership & Management Programme	Flexible duration	Employee to contact Centre for Staff Development to discuss appropriateness	

Please use the space below for any notes you may wish to make:

core development

all staff new to an academic role at LJMU

All staff newly employed by the University in an academic role are required to undertake the following professional development:

Activity/Development	Time	Responsibility	Date Complete
Postgraduate Certificate in Learning & Teaching in HE (PGLTHE) ^	1 year	Employee to complete experience and qualification pro-forma Line Manager to discuss options with individual and PGLTHE Programme Leader	
WOW™ Support	2 hours	Employee or Line Manager to contact Graduate Development Centre	
Assessment Board Training ^^	Half Day	Employee to contact Centre for Staff Development	

The following are recommended activities/development to assist a new academic member of staff with their job role:

Activity/Development	Time	Responsibility	Date Complete
LJMU Assessment Procedures	Negotiable	Assessment procedures available in 'Blue Book' (see p30). Line Manager/ Mentor to ensure this is covered	
Introduction to Faculty/ School Research Policy	N/A	Employee to familiarise themselves with policy	
Initial Peer Review	Negotiable	Line Manager to introduce individual to local peer review scheme	
Professional recognition through the HEA	Negotiable	Employee with support from Learning Development Unit	
Training/Support on Blackboard	Negotiable	Employee/Mentor	
Learning and Student Service	Negotiable	Employee/Mentor	
Introduction to self-service (see page 36)	Negotiable	Line Manager	

^Please see 'Support For Teaching and Learning' on page 29 for further information about the PGLTHE.

^^ Assessment Board Training is mandatory for all staff who act as Chairs or Secretaries for Assessment Boards.

Please speak to your line manager.

continuing professional development (CPD) at LJMU

Within LJMU there are two departments who co-ordinate professional development support for staff:

- Centre for Staff Development (CSD)
- Learning Development Unit (LDU)

Their joint portal is available here: www.ljmu.ac.uk/lid/development/.

Continuing Professional Development (CPD)

Our electronic CPD Directory offers a wide range of development events available to all staff. This directory and the opportunities listed within it form part of LJMU's commitment to the development of its staff as stated within its Policy and Strategy on Personal and Professional Staff Development (available on the CSD website). Examples of the areas covered by the directory include:

- Personal and Professional Development
- Learning and Teaching Development
- Educational Technology
- Professional Trainer's Certificate accredited course
- 1:1 coaching
- Health and Safety
- Myers Briggs Type Personality (MBTI) Profiling and Psychometrics Testing
- WOW and Employability
- Work-life Balance
- Learner Support
- Institute of Leadership and Management (ILM) accredited programmes
- European Computer Driving Licence (ECDL) accredited certificate

The directory for this academic year is located within Blackboard and is available to any staff member with an LJMU user name and password. The directory information is supplemented via regular e-adverts and e-mail alerts.

We ask that you obtain your line manager's permission before booking onto any CPD event.

Experiencing difficulty in accessing the Directory in Blackboard?

If you are unable to gain access, please contact Rach Boulter, Development Officer via email at r.m.boulter@ljmu.ac.uk.

Experiencing difficulty finding a specific development session within the Directory?

If you have a development need which you feel is not met by any of the events or programmes within the directory, please contact either CSD (extension 5550) or LDU (extension 8666).

Health and Safety Training

The Health and Safety Unit published a health and safety training planner available at www.ljmu.ac.uk/HSU/65140.htm

Training includes - First Aid, Accident Investigation, Fire Warden, Risk Assessment, COSHH

centre for staff development (CSD)

The Centre for Staff Development team support individual, team and organisational development providing a wide range of activity, promoting enterprise, innovation and initiatives to develop LJMU and all our staff to achieve their full potential:

Coaching

1:1 coaching is available for confidence building, CV and interview presentation, project planning and implementation, work-life balance and managing stress and leadership and management development.

For further information, please contact a Staff Development Advisor (see page 13).

Team Development

Staff Development Advisors design and facilitate residential and away-day events, offering MBTI profiling and team building exercises.

IT Development

The Centre offers the European Computer Driving Licence (ECDL) and support with MS Office modules.

If you would like further information about the IT development available, please contact: Pat Ellis, ECDL Co-ordinator; p.ellis@ljmu.ac.uk or on extension: 5658

Organisational Development

The CSD team provide internal consultancy, advice and support to all staff and managers to help sustain 'business excellence', Investors in People and Work-life Balance corporate recognition.

Further information is available on the website: www.ljmu.ac.uk/csd/

learning development unit (LDU)

Support for Teaching and Learning

The Learning Development Unit promotes, supports, develops, co-ordinates and disseminates innovations and initiatives in learning, teaching and assessment whilst providing and sourcing professional development for all staff involved in teaching and learning. The Unit also manages the University's Learning, Teaching and Assessment (LTA) Strategy and co-ordinates LJMU's Centre for Excellence in Teaching and Learning.

For a detailed list of the provision available through LDU, please access the CPD Directory or contact Rach Boulter, Development Officer on extension 8666.

Postgraduate Certificate in Learning and Teaching in HE

The LJMU Postgraduate Certificate in Learning and Teaching in HE (PGLTHE) is accredited with both the Higher Education Academy (HEA) and the Staff and Educational Development Association (SEDA). The programme is mandatory for all staff with teaching responsibilities who have less than 3 years HE teaching experience. In light of the publication of the national Professional Standards Framework, the programme was re-validated in April 2007. There are now several flexible routes of study available which take account of the diverse experiences teaching staff bring to LJMU.

If employed within a teaching role you should have received a 'Teaching Qualification and Experience Pro-Forma' with your contract and returned this to the PGLTHE Programme Leader. If you have not completed this, copies are available from the Learning Development Unit.

Carol Maynard

PGLTHE Programme Leader
Learning Development Unit
2nd Floor, Kingsway House

Once this is received, the PGLTHE programme team will contact you with further information. Alternatively, please speak to your Line Manager about the most appropriate study option available to you.

Further information is available here: www.ljmu.ac.uk/lid/ltweb/90603.htm.

induction documentation/guides

This section lists the range of documents/guides available for LJMU staff. Please note that not all guides will be applicable to all roles. An indication of who the guide is aimed at is included in the table below. If you are unsure whether a guide would be useful for you, please seek advice from your line manager or Mentor.

Documentation / Guide	Provided by	Primary Audience	Date Received
Staff Handbook	HR	All staff	
H&S Induction Workbook	H&S	All Staff	
Qualification & Experience Pro-Forma	HR	Staff in teaching and learning roles	
WOW™ guidance	Line Manager	Staff in teaching and learning roles	
Personal Development Planning in the Context of Work-related Learning & Graduate Skills	All of these guides are available from LDU.	Staff in teaching and learning roles	
Effective Practice in Assessment		Staff in teaching and learning roles	
Curriculum Design Guide		Staff in teaching and learning roles	
A Guide to Personal Tutoring		Staff in teaching and learning roles	
e-Portfolio Guide		Staff in teaching and learning roles	
An Introductory Guide to Learning in the Field	Please contact extension 8666 to obtain a copy.	Staff in teaching and learning roles	
An Introductory Guide to Learning in the Lab		Staff in teaching and learning roles	
Subject/Programme Leaders Guide		Subject/Programme Leaders	
Resource Guide for Peer Review		Staff in teaching and learning roles	
Review of the HEA Subject Network Resources		Staff in teaching and learning roles	
Learning & Teaching Press		Staff in teaching and learning and learner support roles	
Learner Support Guide	Alternatively, the pdf for each of these is available on the LDU website.	Staff in teaching and learning roles	
Link Tutor Guide		Link Tutors	
Supporting students with dyslexia		Staff in teaching and learning and learner support roles	
Student Medical Services website		Staff teaching and learning roles	
Health and Safety, Occupational Health Website		All Staff	



induction guidance for line managers

Induction is one of the main processes through which new employees can establish themselves quickly in the organisation. Effective induction can help make the new employee feel valued and supported in their role.

Line managers of new staff members are responsible for a large proportion of the induction programme. However, elements of the programme can be delegated to relevant colleagues, e.g. mentor; administrative support staff. Please ensure that staff members are fully aware of their responsibilities during induction.

The context and extent of the induction will depend upon the role and may vary. The checklists provided in this booklet cover essential information. However, managers may wish to include more information relevant to the person's job/department as appropriate. There is space at the back of this book to do so.

HR's role in induction

The HR team is responsible for the following aspects of induction:

Prior to start date:

1. Liaison with Faculty/School/Service to:

- Agree the start date
- Identify who will meet the appointee on their first day and at what location

2. Contact CIS

- Pass all necessary information to CIS to ensure that on their first day the new member of staff can be issued with a staff card and user name

On start date:

- Meet new starter and ensure they have brought all necessary documentation with them
- Ensure new starter has received the A-Z Staff Handbook
- Answer any queries regarding the A-Z Staff Handbook or documentation
- Direct new staff to Aldham Roberts LRC to collect their staff card and user name
- Ensure the appointees know the best way to get to their workplace and who will meet them

Please note that HR is not responsible for 'inducting' a new starter beyond the responsibilities highlighted above.



checklist for line managers

To assist you in ensuring you are prepared to induct a new employee into your department, a checklist of key actions to undertake prior to the new employee's start date have been detailed below. There is space at the bottom to add additional content as appropriate if you wish to do so.

Prior to start date

Activity	Date Completed / Notes
Department/Team informed of new staff name, role and start date	
Mentor allocated	
Existing staff member allocated to meet new employee on first day	
Time allocated to meet Department/Team and colleagues	
A list of 'Key Contacts' is prepared with contact details	
PC and printer ordered and set up in time for start date	
Telephone access arranged	

Please use the space below for any notes you may wish to make:

staff infobase

The staff infobase self service website allows you to access and interact with your personal information putting everything in one place so you can view all of your personal details and staff benefits whenever you want.

Through staff infobase you can:

- Receive electronic payslips which is a greener, more sustainable method of issuing pay information.
- Be sure your personal data is secure.
- Avoid the risks that come with maintaining separate staff record databases.
- Maintain your own personal information, have instant access to your online payslips, sickness records and book staff development activities
- Complete forms for travel expenses and seek written authorisation to apply for loans and benefits.

For those of you with Management responsibility you can:

- Have access to the data you need about your staff.
- Make changes to data on the system. For example, if a member of staff resigns, you will be able to process this through the staff infobase and the workflow will ensure that all relevant departments are informed (e.g. HR, payroll and Security).

Staff infobase – Your 1st Day

On your first day as soon as you are given your login details, please remember to complete the following:

- Ensure your bank details are entered, this is important, without this information you won't get paid.
- Enter your qualifications and training and remember to update this page each time you attend training or obtain further qualifications.
- For more information about staff infobase, please contact your HR adviser.