

New Manager Guide



your
Coop



Welcome to Your Co-op!

This guide will assist you in navigating your way through your first few weeks and will serve as your reference tool. There's lots of useful information, ideas, hints and tips to help you manage the different systems and processes we have.

Remember to ask your manager and colleagues for further help should you need it, they are always on hand to help.

Key Contacts

You're going to meet lots of new people over the next few weeks so make a note of some key people who can help you and jot down what you might need them for.

Chief Operating Officer

HR Business Partner

HR Administrator

Resourcing Manager

Resourcing Co-ordinator

Finance Business Partner

Your System & Process guide

| System/Process | What's it used for | Learning Resources | Access Link | Hints & Tips |
|--------------------|---|--|--|--|
| Kronos | <ul style="list-style-type: none"> • Sign off timecards by 10am every Monday on a weekly basis • Authorise annual leave requests • Log absences • Scheduling in food | Kronos | UKG Workforce Central | Book onto a drop in session on i.Learn |
| Employee Relations | <ul style="list-style-type: none"> • Develop and maintain relationships with colleagues • Improving engagement and performance | Manager's Guides | Check out your policies here | Contact HR by email HR.advice@midcounties.coop Find out who your Business Partner is |
| Pay | <ul style="list-style-type: none"> • Colleagues should direct any pay queries to their line manager in the first instance • Colleagues are paid 2 weeks in arrears and 2 weeks in advance refer to payroll calendar • Payslips can be accessed at any time via the online portal • Our working week is Sunday to Saturday | My Pay | Your payslip payroll Payroll calendar | You can view your payslip the Thursday before payday If you have a new starter on your team you will have to set up their shift patterns |
| IFS | <ul style="list-style-type: none"> • Submitting and authorising expenses • Authorising invoices • Colleague Data changes • Access personal and employment information for your team • Manage your colleague's employment information such as submitting contractual employment changes, approving employment changes, and processing leavers within your team. | A step-to-step guide can be found on Click learn which is held on your lobby in IFS. Please note you must be on the MidCounties network or VPN to be able to log in. | HR info, user guides & contacts | Arrange to meet your finance business partner within your first month to find out... <ul style="list-style-type: none"> - When are your monthly accounts meetings held? - Who is your finance business partner? - 13 pay periods and a 12 month finance, find out more about your forecasting cycles Find out your approval levels Ask your team to let you know when they have submitted any expenses or communicate when in the month you will approve expenses |
| Eploy | <ul style="list-style-type: none"> • Raising a vacancy • Reviewing applicants' applications and CVs and short-listing applicants • Processing a candidate • The candidate's on-boarding journey | | Recruitment Policy | You will need to seek finance governance if recruiting a new colleague over 25K, please refer to the recruitment policy here for more information Recruitment Policy |

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| Contract Management | <ul style="list-style-type: none"> The Contracts Process applies to ALL commercial contracts (anything we are signing where a commitment is being made, even standard T&Cs) large or small, one-off or ongoing, Goods for Resale (GFR) and Goods Not For Resale (GNFR) Applies to both new agreements or renewals. | Managing Contracts | Sign In (midcounties.coop) | Find out more from your contract champion |
| IS | <ul style="list-style-type: none"> To log a fault or if something is broken or not working (log as an "incident") To request something new to be set up or to order new equipment (log as a "request") To submit a historical correction for an error with a colleague's timecard/ pay Approve Service Now requests for team | IT Support & Guidance | Service now | Ask your team to let you know when they have submitted a request for approval |
| i.Learn | <ul style="list-style-type: none"> To complete online learning modules To book yourself or your colleagues onto training To generate reports on course completions for your nursery and colleagues | | Midcounties Co-operative: Log in to the site | Check your dashboard on a monthly basis to ensure your team are on track with their completions |
| Colleagues Connect | <ul style="list-style-type: none"> To access the daily communications from the Society To send a "Thank you card" to a colleague To log your volunteering hours To access the Society's policies and procedures For information about colleague benefits To access resources to support colleagues' health and well-being For "quick links" to all the society's systems <p>To access information around working for the Society and opportunities available.</p> | | Home Coop Colleagues Connect | |
| Medallia | <ul style="list-style-type: none"> Every four weeks we send out a pulse survey on Colleagues Connect for colleagues to give us their honest and anonymous feedback. The surveys will take no more than 5 minutes to complete, so please make sure you get involved It is so important that all colleagues take part, so we have a really good breadth of feedback to act on | Course: Medallia | | <p>Pulse is released the Thursday before every payday and stays open for xxxx days.</p> <p>You will only see comments if you have 5 or more direct reports</p> |

Great conversations between colleagues and their managers begin with check ins . It's really important for all of our colleagues to stay connected with their managers regularly - we have found that our colleagues are able to gain multiple benefits from doing so, not only have their day jobs and manager's benefitted from this process - but also the colleagues themselves have felt a benefit from it.

[Click here](#) for more guidance on check in's Colleague Check-ins