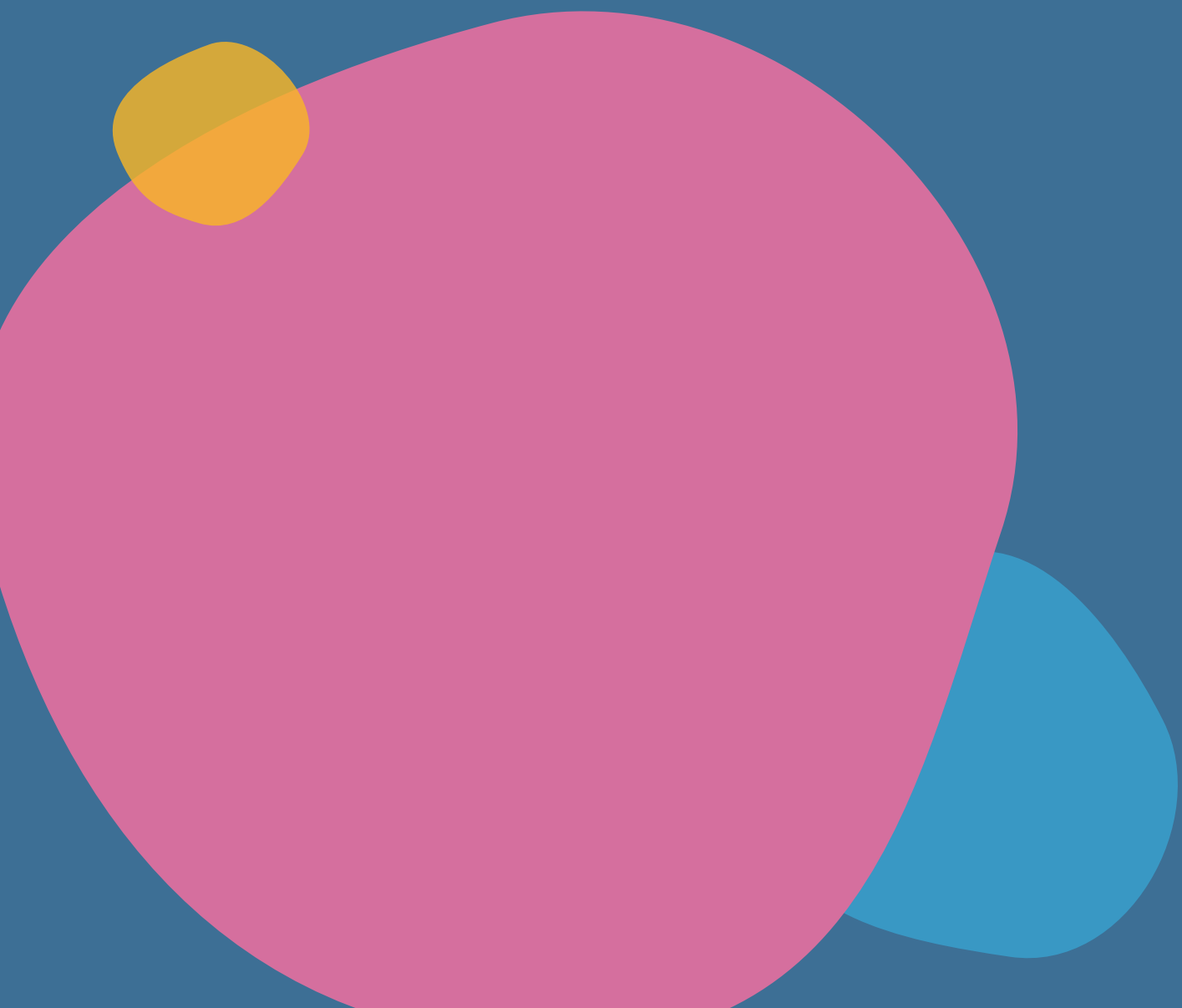# Quick Start Guide for New Managers

your coop | The Midcounties Co-operative

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

People Partner

ROM/ TAM/ FOM

Finance Business Partner

Key Contacts - additional information

Your System & Process guide - colleague lifecycle systems

System/Process	Overview	Learning Resources	Access Link	Hints & Tips
Eploy	Our recruitment system, used for: • Raising a vacancy • Reviewing applicants' applications and CVs and short-listing applicants • Processing a candidate • **The candidate's on-boarding journey**	**Recruitment Policy**	**Hiring Manager Portal** **Recruitment queries**	Refer to the recruitment policy here for more information **Recruitment Policy**
IFS	• Submitting and authorising expenses • Authorising invoices • Manage your colleague's employment information such as submitting contractual employment changes, approving employment changes, and processing leavers within your team.	IFS user guides can be found on your dashboard on **i.Learn**	**HR info, user guides & contacts**	
Rotageek	Our workforce management system which we use to: • Authorise annual leave requests • **Log absences** • **Scheduling in Food**	**Rotageek**	**Rotageek**	**If you have a new starter on your team you will have to set up their shift patterns**
ADP	Our payroll system • Colleagues should direct any pay queries to their line manager in the first instance • Refer to payroll calendar for more information on dates • 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** **Service Now**	You can view your payslip the Thursday before payday
Employee Relations	A range of guides to help all managers in their day-to-day roles • Develop and maintain relationships with colleagues • Improving engagement and performance	**Manager's Guides**	**Check out your policies here**	Contact the People team by email HR.advice@midcounties.coop Find out who your People Partner is

Your System & Process guide - colleague support and experience

System/ Process	Overview	Learning Resources	Access Link	Hints & Tips
In-tend	Our Contract Management system: • 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, renewals or extensions.	**Managing Contracts**	**Sign In (midcounties.coop)**	Find out more from your **contract champion**
IS Service Now	Our support and query logging system • IS, Property or H&S issues can be submitted • 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 raise queries in relation to: Recruitment, Development and People admin) • **To raise Pay queries**	**IT Support & Guidance**	**Service now**	**Ask your team to let you know when they have submitted a request for approval.**
i.Learn	Our learning and development system, used to: • To complete online learning modules • To book yourself or your colleagues onto training • **To generate reports on course completions for your team members**		**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. Raise a case on **Service Now**
Colleagues Connect	Our colleague website, we use this: • 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 **To access information around working for the Society and opportunities available.**		**Home	Coop Colleagues Connect**	
Medallia	Our customer and colleague survey platform • Regular pulse surveys are sent out 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 and your team get involved • Review the feedback received for your team. Talk honestly to your team about the results and take action.	**Course: Pulse Survey**	**Medallia**	Pulse surveys stay open for 10 days. You will only see comments if you have 5 or more direct reports that complete the survey.
WorkJam	Our communication tool used to see what is happening within the Food Retail group & the Society • All store tasks and legal compliance tasks are added to the system • Team chat function • Knowledge Centre for all 'How to Guides' and policies • Quicklinks for easy access to main systems		**WorkJam** login using single sign on	**WorkJam knowledge centre**

Each Trading Group has additional systems that they are required to use, so consider speaking with your line manager to find out what these are