

## Information, Advice and Guidance (IAG)

### What can you expect from us?

Accurate and impartial information, advice and guidance on the full range of internal services we offer, as detailed below. If we are unable to give you the information, advice and guidance you need we will, wherever possible, refer you to an alternative source of information.

A service that conforms to national standards, this means that our service will be:

- Accessible and Visible
- Professional and Knowledgeable
- Impartial
- Responsive to your needs
- Friendly and welcoming

**Equality of Treatment.** We aim to treat all our employees solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious or political beliefs, family circumstance, sexual orientation or any other irrelevant distinction.

**Confidentiality.** As a responsible employer, we keep detailed personnel records on our staff. These records can only be accessed by authorised staff that needs to see this information as part of their work. We take all appropriate physical, technical and contractual measures to ensure that your information cannot be used by anyone outside of the business.

### What do we expect from you?

We expect all our staff to abide by our core values, expressed by the acronym **PRIDE**: People, Responsibility, Integrity, Diversity and Excellence. This means in particular that we expect all our staff:

- to treat others with respect
- to behave with honesty and integrity
- to take responsibility for their own actions and for their personal development
- to strive for the highest standards of achievement and behaviour by adopting a supportive self-critical approach in our pursuit of excellence.

### Feedback, comments and complaints

We are committed to developing the quality of the services we offer, and we welcome any comments you have which may help us to improve. You may contact the Director with feedback, comments or complaints.

## THE SERVICES WE OFFER TO STAFF

### **Help with recruitment, selection and induction**

- We will produce clear and accurate job descriptions and person specifications for each job vacancy that clearly spell out the expectations of the job.
- We will disseminate information about job vacancies, produce application packs and provide advice and guidance to potential applicants in a clear and transparent way.
- We will provide information about the interview process to applicants.
- We will provide post-interview advice and guidance to successful and unsuccessful applicants.
- We will provide information, advice and guidance to new staff members about joining procedures, documents required, the induction programme, etc
- We will provide information, advice and guidance to new staff members about terms and conditions of employment.

- We will provide information, advice and guidance to line managers about new staff appointments, induction and probationary procedures etc
- We will provide information to new staff members about key HR policies and contacts.

## **Help with on-going support, progress reviews and staff development**

- We will provide on-going information, advice and guidance to all staff on current policies and procedures, including advice and guidance on the implications to them of changes to employment law.
- We will provide information, advice and guidance to staff about the performance management process and their respective roles in that process.
- We will provide information, advice and guidance to individual members of staff about their own job performance and related issues.
- We will provide information about learning and development opportunities both internally and externally, to staff members.
- We will provide information to staff that they need in order to do their jobs, e.g. departmental performance data, information on quality systems and standards, individual, team or company targets.
- We will provide information about the company's strategic planning process and how staff contribute to it, and we will provide information about company procedures for consulting and involving staff on operational matters, including participation in section reviews and improvement planning.
- We will provide information, advice and guidance to line managers and staff about any of the company's Human Resources related policies.

## **Help with Moving on**

- We will provide information, advice and guidance on job and career opportunities within the company.
- We will work with existing employees to ensure a smooth transition into new employment.
- We will provide written references, where requested for staff members.