THE UNIVERSITY OF QUEENSLAND
AUSTRALIA
CREATE CHANGE

Checklist
Starting a new job

Every workplace is different. As a new employee, it is important to understand and manage your personal expectations and the expectations of the organisation, as these often may not align. This checklist has been designed to support you in managing these expectations with future or current employers.

Expectations on start time

Depending on the organisation and/or the role, the hours of operation for the organisation may differ. It is suggested to discuss with your manager:

- [ ] The commencement date of your contract
- [ ] The length of work days (for example 7 hours 30 minutes per day)
- [ ] Acceptable working times (for example 9am–5pm)

It may also be useful to monitor the general etiquette of your colleagues to better understand the norms or patterns of behaviour.

Phone usage

Is it appropriate to use your phone in the workplace? Once again, it is recommended to directly discuss this with your manager, and if you have an emergency, to ensure that your manager is aware that you may need some time.

Once again, it may be useful to also monitor the general etiquette of your colleagues to betterunderstand the norms or patterns of behaviour.

Holiday break or personal time

Everyone needs a holiday from time to time and organisations have various leave types and policies including holiday breaks, carer arrangements and sick leave.

- [ ] Review your contract or relevant policies to confirm what leave arrangements are available to you. This may include annual leave, carer's leave, sick leave, etc.
- [ ] Check out what are the system requirements for holiday applications. For example, is there a portal/website or other system where you are required to lodge your leave requests.

You may also wish to discuss with your manager:

- [ ] Your proposed leave dates and enquire as to the norms and expectations for taking leave.
- [ ] Your requirements for personal leave (which generally encompasses carer's leave) if required.

Lunch breaks

In most workplaces there are basic guidelines around shifts and breaks to allow staff reasonable time for lunch and other work breaks. It is recommended to:

- [ ] Talk with your manager about the policies and guidelines.
- [ ] Check on the day-to-day organisational needs, particularly around customer/client service requirements.
- [ ] Discuss work needs and standard practices with your team and colleagues.

Communicating with your manager/supervisor

It is important to maintain in regular communications with your manager/supervisor. However, the purpose, method and duration of these meetings may differ depending on needs and the organisation. For example, you may have an annual performance review, fortnightly check-ins and team meetings. It is recommended to:

- [ ] Discuss with your manager about the types of meetings that will occur and their frequency.
- [ ] Have a think about what type of support you may need from your supervisor and how you would like to receive feedback on your work.

Raising concerns

It is a good idea to regularly review and consider the organisational policies and guidelines relating to staff conduct, and also work activity and performance. If you have identified a concern, it is a good idea to talk with your manager, as well as ensure you have a good understanding of the policies and guidelines.

- [ ] Review the Employee Code of Conduct and relevant policies and enquire with your manager or a member from Human Resources if you have any queries or concerns.

Who do I go to for technical support?

Generally, all organisations have an IT department, or at least some staff that can assist with IT or computer related concerns.

- [ ] If you are unable to find out this information about IT support in your training materials or online, reach out to your manager.
- [ ] Identify any suggested training that may be suitable for your development.

Will I be assigned a buddy?

Mentoring is a powerful technique to help support new staff settle into the new workplace, and helps to develop their knowledge and skills. Mentoring can also support effective information sharing, problem solving, networking and professional development. Simply having a buddy or mentor is a great opportunity to ask questions and develop professional relationships.

- [ ] Ask your manager about opportunities in the workplace for mentoring, job shadowing or buddying

Is there a handover with a previous person in the role?

Depending upon the role, there may be the opportunity to be provided with a handover document (if someone previously was appointed in the role), or to meet with the person that was in that role. If you are able to meet with the person previously in your role, some items that you may want to ask them include:

- [ ] What are the top priorities for the role immediately?
- [ ] What is the most challenging part of the role?

Write some of your own questions or notes

For further details, please contact:

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