

HR Systems & Policies Guide

This guide has been designed for you to work through an assess the experience and knowledge you have of HR systems and policies and how your own HR systems and policies are working. You can then read through the suggestions to enhance your knowledge in this area.

Why do HR processes matter?

Think about this situation: A CEO asks his HR Manager how many employees they have. The HR Manager knows this is a more complicated question than the CEO knows. Does he mean FTE's or headcount? Does he want part timers, casuals or contractors included or excluded? So the HR Manager says he can't answer exactly. The CEO says "If you can't even answer a simple question like how many people we employ, how can I trust you can do anything else?"

That story is from Ralph Christensen's book: The Roadmap to Strategic HR. He explains that having good HR processes are the foundations of how your company deals with attracting, retaining and developing their people. HR processes can either make a managers life difficult or just plain hell. Yes I joke a little bit, but I guarantee if you go out and ask your managers, they will find some of the HR processes in your company hard to use and non effective. This is why HR people are sometimes hated by managers and employees! So having your systems running well and working out how to improve them can be a huge way to add value to your company and build the foundation to add even more value.

Your Current Systems

So let's have a look at your current systems. As you work through each of the following, rate it on the following scale:

1 = Yes we do this very well	2 = This is an acceptable standard
3 = This works but could be improved	4 = Doesn't exist or doesn't work

HR Policies	Rating
1. We have an HR Policy and Procedure manual that is easily accessible by managers and employees (or an HR intranet with this information on it)	
2. The HR policies are clearly communicated to employees when they start	
3. Any questions that managers or employees have about the policies are answered promptly and clearly	
4. Any changes the HR policies are communicated regularly to employees	

HR Systems	Rating
1. Written Employment Agreements are in place for all employees	
2. There is an objective, role specific and market related way to assess salary and remuneration packages for new and existing employees	
3. There is a system to store employee, payroll, training and performance details for each employee and business	
4. There is a performance review process that fairly assesses employees against the requirements of the role and any goals and objectives	
5. There are regular HR trend reports completed on leave, turnover etc.	
6. The termination process includes exit interviewing and ensuring that terminating employees return all company property and have their final pay processed on time	
7. There are clear induction processes that ensure employees are trained and orientated to their role and the company	

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HR Policies & Procedures

There are a number of HR policies that you should have which are listed below. There are also some policies that you may want to have, but which ones you choose will have an impact on your company culture and vice versa. Work through the list and see which policies you currently have and whether the wording is still up to date. It's not the most fun job but reviewing your policies regularly is important to make sure the information is up to date.

Policies you should have:

- Abandonment of Employment (may also be in your employment agreements)
- Attendance policy
- Confidentiality policy
- Code of Conduct
- Equal Employment Opportunity Policy (a must have for public sector)
- Email and Internet acceptable usage policy
- Employee Assistance Programme policy
- Harassment (including bullying and sexual harassment) policy
- Health and Safety policy
- Leave Policy (annual, sick leave, parental leave, jury service and leave without pay)
- Performance Development
- Performance Management and Disciplinary Procedures
- Privacy Policy
- Problem Resolution Policy
- Recruitment policy including internal applicant process
- Remuneration Policy
- Training and Development Policy

Policies you may want to have:

- Alcohol and Drugs Policy
- Diversity policy
- Dress Code
- Fraud Prevention and Fraud investigation policy
- Health and Well-being policies
- PR and Media Policy
- Travel Policy
- Whistleblower Policy (especially if you have a hot line for employees to call)
- Visitor Policy

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Your Experience & Knowledge

This area is for you to fill in the experience you have in HR systems and policies. Rate the level of experience you have and note down the specifics. Any areas that you don't have a lot of experience in can be areas you add to your career plan.

RATING: 1 = Yes many years experience in this 2 = A good amount of experience with this
3 = A small amount of experience in this or assisting a more senior person 4 = No experience in this area

1. Experience writing HR policies and procedures

2. Experience with remuneration systems to assess salary levels and benefits.

3. Experience with HR metrics reporting including leave, turnover and recruitment

4. Experience with different HRIS and payroll systems

5. Experience conducting exit interviews and working through termination processes.

6. Experience training employees on policies and procedures or answering queries

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Ways to grow your knowledge

Here are some suggestions for enhancing your skills and knowledge in HR systems and policies:

- Read through other policies from other companies and see which policies they have and how they are worded. Think about how this reflects or enhances their culture.
- Talk to other HR people about how they have implemented policies and procedures.
- If your company runs training on policies and procedures, first attend the training and then facilitate a session yourself for employees. This is an excellent way to learn the policy contents when you have to answer questions about policies or talk through them!
- Review your company policies and make suggested changes then talk them through with a senior HR person.
- Talk to your managers about which policies and processes they find easy to use, and what frustrates them. You may then be able to amending the process to make it easier or explain the process if people are unsure of how it works.

My Action Plan

Is there anything you want to add into your career plan to work on?

Actions I will take	By When	Who needs to help & how will I arrange this?	Done