

Appendix 4.

This document is designed to answer your questions by providing responses to the FAQs we receive as an organisation.

If your question is not answered, or if you need further advice or support then please contact the HR Advice team. You can either contact the HR Advisor for your Directorate or Ask.Hr@shropshire.gov.uk

The index of questions has been broken down into the following areas:

1. Probation.
2. Capability.
3. General FAQs.

Frequently Asked Questions.

1. Probation

Q1. I have a probationary meeting coming up with my manager – should I be concerned?

A These meetings are standard practice. The probationary process is there to allow the employer and the employee to check that this is the right job for them. The meeting is an opportunity for you to have meaningful conversations with your manager about what has gone well, what you have achieved so far and what areas you might need to work on. If there are some concerns, then this is the opportunity for you to look at how you and your manager can address these.

Q2. Can my probation period be extended?

A Yes. It is possible for a probation period to be extended if your employer feels they need more time to assess your long-term ability to meet the required standards.

Q3. If I have an extended period of absence during my probation period, how will my manager assess my suitability for the role?

A In this case, it is likely that consideration is given to extending your probation period.

Q4 - I have done the same role in another organisation; do I still need to do a probationary period?

A Yes. Although you may have a lot of skills and experience, each organisation is very different, and the probation period is an opportunity for both the employee and the employer to check that the appointment is a good match.

Q5 - I am moving to a different role within the Council, do I need to do another probation period for the new role.

A No, as outlined within the policy this is only for new starters.

Q6 - As an employee can my probationary period be shortened?

A Your probation period is outlined within the job description and your written statement of particulars for your role. However, if you are not enjoying your role you don't have to wait until the probation period has ended to raise concerns with your manager. If, ultimately, things do not work out, and you make the decision to leave, you can do so as long as you follow the notice period set out in your contract.

Q7 - As a manager I have some concerns about my employee's general performance. Should I wait until the end of their probationary before I speak to them about this?

A It is really important that you feedback to an employee about their performance throughout their probation period. This means that you are being clear about what the expectations were and how to reach the required standards. It is advisable to keep notes of these meetings.

Q8 - Does the probation policy apply to me?

A This procedure applies to all new entrants into local government and to those who move into services inspected by the Care Quality Commission (CQC). It does not apply to employees with continuous, unbroken, local government service if moving into a broadly similar role.

Q9 - What preparation do i need to do?

A It is advised that employees think about what they feel they have achieved and what support they feel they may benefit from ahead of the meetings.

Q10 - What do I do if my manager doesn't meet me within the timescales?

A Initially, you might want to raise this with your manager. If this does not bring about the desired result you may want to escalate this to a more senior manager or you can raise this with HR via ask.hr@shropshire.gov.uk

Q11 - Could I lose my job if I don't pass the probation review?

A Yes, this is a potential outcome as outlined within the policy.

2. Capability.

Q1 - I think I am doing ok, but my manager tells me I am not performing, what can I do?

A Have a conversation with your manager in the first instance. It may be helpful to ask for examples of where they feel you are not performing.

Q2 - How long do I have to improve?

A This is set out in the policy and will be agreed at review meetings.

3. General FAQs.

Q1 - Who can I bring with me to probationary meetings?

A For formal meetings such as probation extensions or hearing meetings, you have a right to be accompanied by a Trade Union representative or colleague.

Q2 - HR have been invited to my meeting, should I be concerned?

A A member of the HR team will often attend a meeting in order to be able to advise on a policy or process. This is for the benefit of the employee and the manager. On occasion, they may take notes of the discussion, as a record of the meeting, and you may receive a copy of this.

Q3 - I don't feel like my manager has listened to the concerns I have raised during my meetings, what can I do?

A Initially, you can try to speak to your manager to raise your concerns. There is an appeal process you can follow should you feel that the outcome of a formal process is not correct or that information has been disregarded.

Q4 - As a manager I have a couple of very minor concerns about somebody I line manage, do I need to initiate a formal process to address these?

A Minor concerns can be dealt with as part of day to day management conversations. As a manager you may wish to make a record of this somewhere so that you can see if there are patterns of behaviours

Q5 - What if I don't agree with the improvement plan that my manager has completed?

A The improvement plan should be agreed between the manager and the employee.