



Working with and Managing Young People

10 September 2020



Introductions

Presenters



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HR Operations Manager



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HR Knowledge Manager





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Agenda

- Employing Young People
- Recruitment
- Health and Safety
- Learning and Development
- Employee Relations

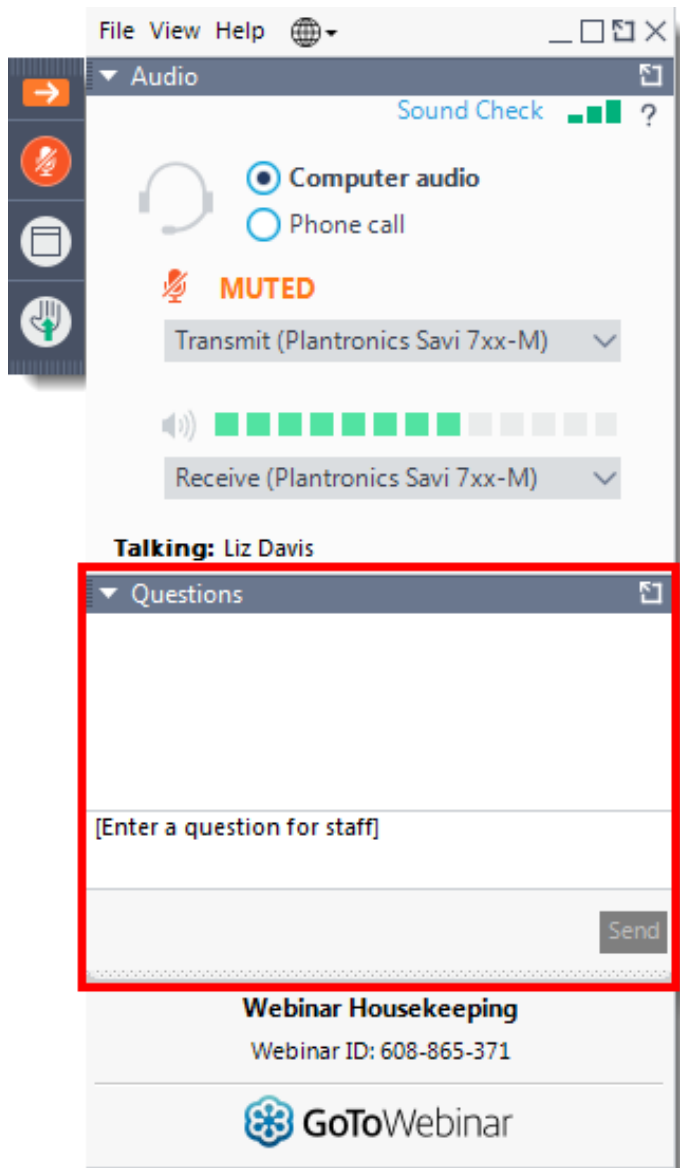
A group of diverse people are seated in a meeting or classroom setting. In the center, a man with a beard and glasses, wearing a grey cardigan, has his right hand raised. To his left, a woman with long dark hair is looking towards him. To his right, a woman with long blonde hair is also looking towards him. In the background, other people are visible, some looking towards the front. The scene is brightly lit with indoor plants and bookshelves in the background.

How to ask questions





GoToWebinar Housekeeping: Time for Questions



Your Participation

- Please continue to submit your text questions and comments using the Questions panel



Agenda

- **Employing Young People**
- Recruitment
- Health and Safety
- Learning and Development
- Employee Relations

Employing Young People

- Kickstart scheme and Government investment = increase in the hiring of young people
- Could be the start of a long-term career with your business
- Build and shape them into the employee you need
- Learning that is tailored to your business
- Practical Considerations:
 - Understanding how to behave in a work environment
 - Develop the right attitude towards work
 - Understanding what professionalism looks like
- Strict rules apply to employing young people
- A young person as defined in law = someone who is over compulsory school age but under 18

Employing Young People





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- **Recruitment**
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Recruitment



Recruitment

- Be mindful there will be little work experience to rely upon for assessing
- Base assessment methods around behaviours they have demonstrated at school/university, volunteer work – such as teamwork, planning and organising
- Assessment Centres:
 - Assessment centres are useful in the recruitment of young people
 - Allows you to assess multiple young people at once
 - They test young people for values and qualities
 - Use with caution how you test technical skills given the lack of experience or knowledge of the industry

Recruitment

- Competency Based Interviews
- Behaviours are transferrable
- How you behaved in the past is a good prediction to future behaviour
- Simplify existing interview questions you may already in place and amend them to suit school/university situations
- Explore their volunteer work or their participation in afterschool clubs/sports

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Health and Safety



Health and Safety

- Working Environment Considerations...
 - May never have used a printer
 - May not be aware of the need to keep working areas clear
 - May not know about evacuation procedures
 - Likely to have basic IT skills only and in limited applications
- Training
 - Computers, printers/scanners, evacuation procedures and specific H&S rules to their working environment
- Mental wellbeing
 - EAP
 - Mentor/Buddy
- Safeguarding Young Workers
- Working Time Regulations
- Risk Assessments

Health and Safety

- Safeguarding Young Workers fundamental
- Process of protecting vulnerable people from crime of other forms of abuse
- Those responsible for young workers have a duty of care to look after them
- Implementing and maintaining effective safeguarding procedures fundamental to the employment of under 18s
 - Safer recruitment – DBS checks must be carried out for all employees who have day to day responsibility for young workers under 18
 - Safeguarding training
 - Risk assessment – audit and risk assess to understand risks posed through interaction with the company, employees or representatives

Health and Safety: Risk Assessments

- Risk Assessments before employment, of the work hazard specifically in relation to the individual
- Research has shown 18-24-year olds 50% more likely to be injured in the workplace than more experienced workers
- <https://www.hse.gov.uk/youngpeople/>
- Consider:
 - The health and safety training to be given
 - The nature and layout of the work area
 - The types of equipment, methods of use and work activities to be undertaken

Health and Safety: Working Time

| | 16-17-year olds | Notes |
|-------------------------|---------------------------------------|---|
| Night Working | Not allowed between 10pm and 7am * | Can work 10pm – 12am / 4am - 6am if employed in specific sectors (such as postal deliveries, catering, agriculture, hotel, restaurant etc) ONLY where no adult workers available, training not adversely affected and allowed equivalent period of compensatory rest |
| Daily Working Hours | 8 hours max | Do not have the right to opt out of this limit |
| Daily Rest Breaks | 30 mins if working day > 4.5 | |
| Daily Rest Period | 12 hrs. in each 24-hour period worked | |
| Weekly Rest Period | 48 hrs. in each 7-day period | |
| Max weekly working time | 40 hours | Working hours cannot be averaged out over the 17-week reference period that is used for over 18's |

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- **Learning and Development**
- Employee Relations

Learning and Development



Learning and Development

- Kickstart Scheme
- Detail on how you will support their development must be given at time of application:
 - Develop skills and experience
 - Search for long-term employment opportunities
 - Set career goals and provide career advice
 - Write a CV
 - Prepare for interviews
 - Develop their work skills such as team working, communication, timekeeping and attendance

Learning and Development

- Induction
 - Have a clear induction plan
 - Geography of the building/where everything is
 - How to use basic equipment
 - Who does what – structure charts
 - Procedures – health and safety, invoicing, expenses, confidentiality
 - Company history, values
 - Job specific training
 - Standards and expectations (behaviours, absence reporting)
- Probation
 - Be mindful that their progress in the role may be at a different rate to someone who has previous experience of work
 - Demonstrate wider tolerance because of the lack of skill and experience

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Employee Relations



Employee Relations

- Pay – The National Minimum Wage
- Rate of pay depends on age, and if they are an apprentice
- NMW changes each April
- Apprentices
 - Aged under 19 = £4.15
 - Aged 19+ and in first year of apprenticeship = £4.15
- Non-Apprentices:
 - Under 18 years = £4.55
 - 18 – 20 years = £6.45
 - 21 – 24 years = £8.20
 - 25 year + = £8.72
- Kickstart Scheme:
 - Must adhere to the NMW
 - Employers can top up

Employee Relations

- Behaviours and Standards
 - Set out during induction, the expected standards of behaviour
 - Give timely feedback where you see minor issues so you can nip it in the bud
 - Remember – they may not realise they are acting outside of what you expect
 - Leading by example
- Performance
 - Be realistic in expectations – remembering their lack of skill and experience
 - Where under performance is seen, be sure to examine training needs to see if additional training is required
 - Exercise greater tolerance





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A group of diverse people, including men and women of various ethnicities, are seated in a meeting or classroom. One man in the center, wearing glasses and a grey cardigan, has his right hand raised. The background features a bookshelf and indoor plants. The image has a light blue overlay.

Further questions?

0844 324 5840

enquiries@hrsolutions-uk.com

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FEEDBACK



28 April 2020

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UPCOMING WEBINARS

Health and Safety at Work: The Working Environment during Covid Times

10 September, Thursday | 2pm - 3pm

Survivor Syndrome: How to Support Your Employees

17 September, Thursday | 10am - 11am

Conflict Resolution

17 September, Thursday | 1.30pm - 2.30pm

Brexit - The Latest Implications for HR

22 October, Thursday | 2.00pm - 3.00pm

Health and Safety at Work: Statutory Compliance

28 October, Wednesday | 12pm - 1pm

Right to Work and the New Points Based Immigration System

12 November, Thursday | 10am - 11am

Save your spot!

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Webinars archive

Our webinars are available to watch again, on demand. Here are some of our recent webinar topics that you might like to watch:

- ✓ Furlough and Returning to Work Q & A
- ✓ Future of Work – The New Normal
- ✓ Personal Relationships at Work
- ✓ Building Business Resilience
- ✓ eLearning and the Future of Work
- ✓ Returning to Work – Emerging Stronger
- ✓ Return to Work – Practical Guidance for Employers
- ✓ Recruitment – Candidate Experience
- ✓ Managing Home Workers – HR Information Systems
- ✓ Managing Home Workers – Health and Wellbeing

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