

People Guides

WORK SHADOWING

Our goal is to have engaged and helpful colleagues who will deliver ever improving customer service.

This guide applies at Manchester, Bournemouth and Humberside. Colleagues at East Midlands should refer to existing local practice.



Manchester Airports Group

1 INTRODUCTION

Manchester Airports Group operates a work shadowing scheme to support colleague development, to identify talent for future internal recruitment and to improve cross departmental working and networking. Work shadowing is a process whereby a colleague works in an alternative role or department for a short period.

This guide outlines the main features, but if you have further questions about your individual circumstances, please discuss these with your line manager.

Scope

The guide applies to all employees within Manchester Airports Group.

2 ELIGIBILITY AND DURATION

In the interests of promoting the benefits above, anyone may request a **1-day** work shadowing opportunity to experience life in another department or role. This may be because you're considering a move to another area, because you're in an "at risk" situation, or because you wish to further productive working relationships with other departments. You simply need to fill out an application form (Appendix 1), obtain your manager's approval and forward it to HR Shared Services.

Work shadowing opportunities of **2-3 days** are available to colleagues for whom the potential benefits and objectives have been identified within their performance development plan.

The timing of any work shadowing will be determined primarily by operational resource requirements.

3 PROCESS

One Day:

1. Complete an application form, obtain your own manager's approval and forward to HR Shared Services;
2. HR Shared Services will contact the manager of the receiving department to discuss your request and possible dates;
3. The receiving manager will agree a convenient date with yourself and your manager;
4. Your own manager will agree objectives with you and forward to the receiving manager;
5. The receiving manager will put together an outline / itinerary of your day, designed to give you the best chance of meeting your objectives.

Other:

1. Your need will be identified (e.g.) within your performance review;
2. Follow the process as above.

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5. RELATED MATTERS

5.1 Terms and Conditions

Your terms and conditions will remain those of your substantive role.

5.2 Security Pass

If you're work shadowing in an airside role and don't have airside clearance, this must be requested of HR Shared Services at the time of making your application.

5.3 Review

After your work shadowing, you'll be expected to meet with your own manager to review the experience and any learning points from it.

6. REVISION HISTORY

| Date | Revision Description | Revised By |
|-------------|-----------------------------|-------------------|
| 01/01/09 | Issue at Manchester | Nikki Wollerton |
| 03/08/09 | Issue at Bournemouth | Nikki Wollerton |
| 01/03/10 | Issue at Humberside | Vickie Blackhurst |

This guide is approved by:
John Hampton, Director of Group Reward & Employment Policy

WORK SHADOWING APPLICATION FORM

REQUEST IS FOR 1 DAY WORK SHADOWING OPPORTUNITY TO
EXPERIENCE LIFE IN ANOTHER DEPARTMENT OR ROLE

EMPLOYEE DETAILS

| | | | |
|------------------------|--|--------------------------------|--|
| Employee Name: | | Line Manager: | |
| Job Title: | | Department: | |
| Contact number: | | Contact e-mail address: | |

Please state the job you would like to shadow.

Job title:.....

Department:.....

Department Line Manager (if known):.....

Please give the reason you would like to shadow this particular role.

If you wish to participate in this scheme, please give more details and supporting information, e.g. previous history, jobs, training and previous applications:

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Line Manager's comments:

Line Manager's signature:
