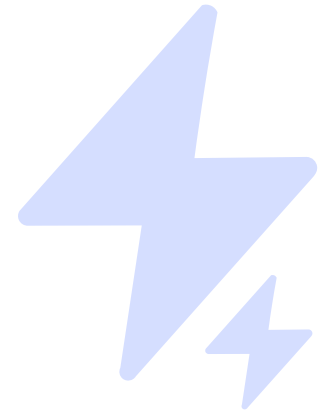


Connecting FinTech Talent

HOW COMPANIES ONBOARD 100% REMOTELY



Introduction



With the crisis we are in at the moment, we feel it is really important that companies in the FinTech sector are still able to perform and grow.

Given that something like this has not happened in most people's lifetime, experience alone may not be enough to guide us through it.

However if, as a community, FinTech companies can share ideas and practices then the entire sector will benefit.

Storm2 will be doing our best to be able to share some of the practice we learn from our research.

As we are the recruitment arm of the FinTech sector, we feel it would be appropriate to start with sharing practice of how you can continue to recruit people whilst having to work from home.

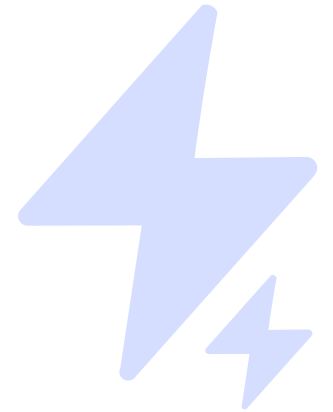
This next instalment looks at how to onboard an employee effectively when you are working 100% remotely.

Effectively onboarding candidates has three big advantages: 1) candidates are less likely to back out from joining in the last minute, 2) it can improve the performance of joining employees and 3) it will improve overall staff retention.

There are companies that exist that do work completely remote, so onboard remotely too. We have spoken to a few of them and developed some tips which will help make sure you can get the most out of your remote onboarding.

Tip 1

Give as much information as possible at the job offer stage

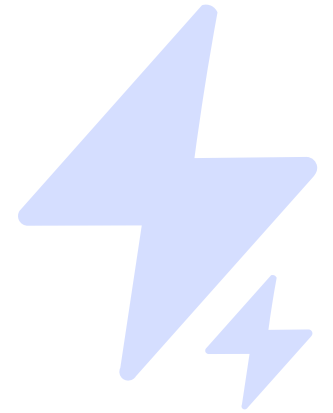


A job offer process where you look slick and professional means that the employee will start to be engaged with your business long before they start with you, which is particularly important when they can't visit your office. Therefore we would recommend sending out the following information:

- **Offer Letter** – Present a letter to the candidate which outlines the main aspects of the offer. It is essentially a summary of the contract. This would include the salary, holiday days and proposed start date as a minimum.
- **Employment Contract** – Once the candidate has said they are happy with the details in the offer letter, send them the employment contract as soon as possible. You may want to use some e-signature software to make sure they can sign it, such as **DocuSign** or **Signable**.
- **Employee Handbook Summary** – This should be sent with the contract. The entire employee handbook may be a little too much information, but a summary of the key points is useful as the candidate should know what to expect before joining. Policies around working hours, annual leave and sick leave could be useful.
- **New Starter Pack** – This is a document that includes lots of information about the organisation, so they are immediately starting to engage with the business. This can be sent with the contract and handbook summary. It could include the company's mission, vision and values, an introduction to their manager and senior leadership team, their job description, an itinerary of their first few weeks and any FAQs.

Tip 2

Use technology to help engage them with your business before they start



When candidates start in the role, they are not going to be able to just lean over to people and ask questions or build natural relationships with colleagues by having lunch with them.

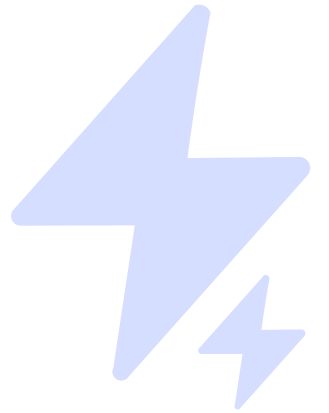
Therefore we need to purposefully engage them as early as possible, and we can use technology to do this.

There are a few ways that remote working companies do this:

- Give them an exercise to complete before they start the job, so they are already engaged with the work and feel like they are contributing to your mission early. Lots of tech companies use programs like **HackerRank** or give them actual company issues to solve.
- Assign them a buddy who they have regular video conferences with before they join and after they start. The recommended video conference software from tech companies is either **Zoom** or **Google Hangouts**.
- Have a weekly video conference between them and their manager before they start.
- Have one or a couple of team socials over video conference, where they might do a quiz or something similar. The recommended software for this is either **Zoom** (the pro version as the free version has a 40-minute limit) or **Microsoft Teams**.
- Not technology related but send them a Welcome Pack to their home office, which might include some company-branded equipment, some useful technology and a personal note from the CEO.



Tip 3



Get all the new starter information before they join, rather than on the first day

During onboarding, we make sure we have all of the information to be able to set them up as an employee of the business. Most companies will tend to gather this on the first day or during the first week, but to make sure we have time to do this correctly it is best to try and get this information before they start.

You may want to create a checklist for yourself to make sure you remember to get all the information. You can send the employee a **Google Form** to fill out a lot of the information for you electronically.

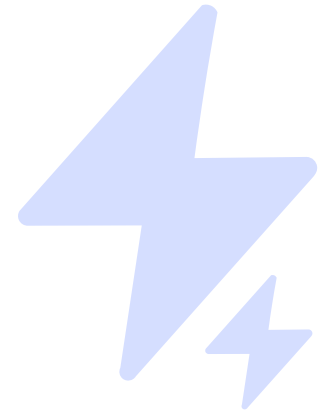
Your checklist should most likely include:

- Signed contract returned
- Payroll details (bank details, National Insurance / Social Security numbers etc.)
- Copy of passport
- Contact details
- References
- Completed Employee Health Questionnaire
- Any other role specific documents signed (e.g. non-disclosure agreements)



Tip 4

Make sure you send them all the equipment they need

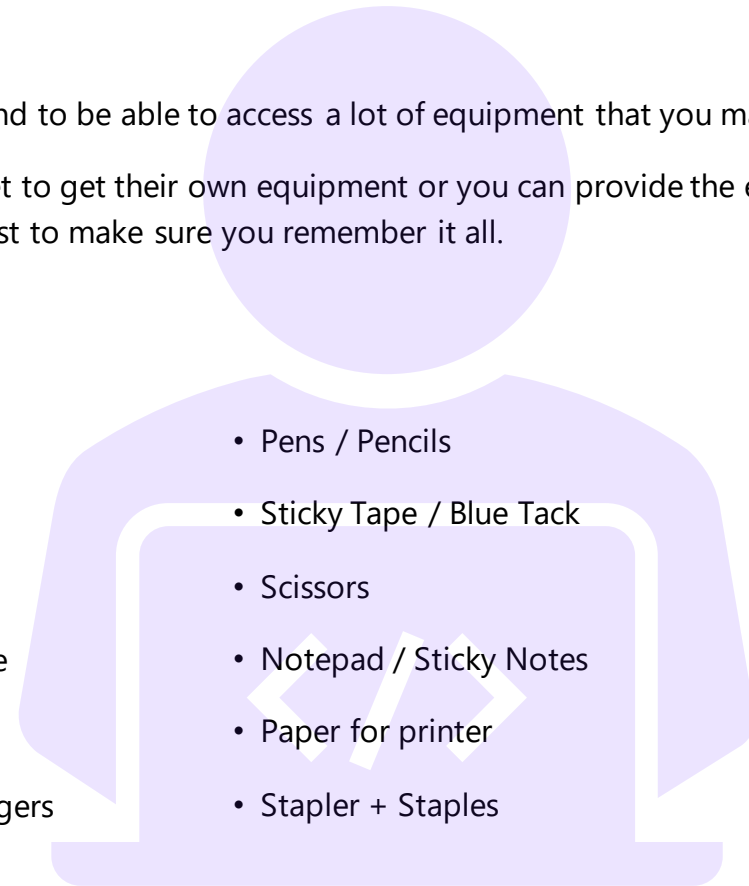


When employees are in the office, they tend to be able to access a lot of equipment that you may not think about when they are out of the office.

You can either provide them with a budget to get their own equipment or you can provide the equipment yourself. If you are planning to provide it yourself, you may need to create a checklist to make sure you remember it all.

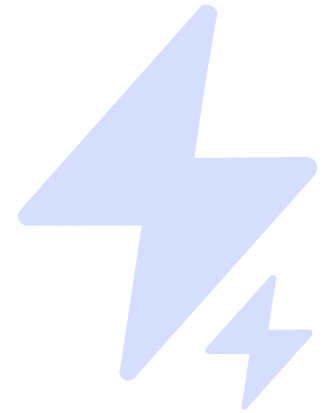
That checklist could include:

- Laptop or PC
- Any extra screens
- Printer / Scanner
- Mobile / Desk Phone
- Tablet
- Battery Packs / Chargers
- Pens / Pencils
- Sticky Tape / Blue Tack
- Scissors
- Notepad / Sticky Notes
- Paper for printer
- Stapler + Staples
- Laptop Stand
- Back support for chair
- Desk tidy
- Extension cable
- Computer Mouse



Tip 5

Make sure they are prepared to work from home



Being a remote worker involves an extra skillset from those who work in an office.

They need to be prepared to work in a home office. And there are a number of steps you can take as an employer to help them with that.

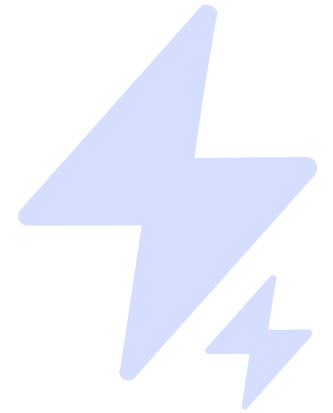
The first is delivering training during their induction that will help them work from home. That might include tips for working from home, how to use some of the technology (e.g. video conferencing software, document sharing software etc.) and training around having the right kind of mindset to work from home (e.g. problem solving, time management, self development etc).

You may also want to provide them with a checklist of all the things they can do to help them work from home. This could include:

- Set up a quiet and comfortable place to work
- Checked all the equipment to make sure it works
- Make sure they have all the necessary login details
- Know the contact details of all the necessary support (e.g., IT support, HR etc)
- They have made themselves familiar with the handbook and your company policies
- Any reading or videos they can watch to help them

Tip 6

Use technology to create an effective induction



An induction is a critical time of the process as an employee will ultimately decide whether the company is right for them in their first week (consciously or subconsciously).

It is an opportunity to demonstrate again that you are a slick and professional outfit, your vision and values aligns with theirs and what you told them the opportunity would be like during the interview process is correct.

The first thing you can do is an online induction presentation, which might include all the relevant parts of the business, your history, what you are trying to achieve and introduce them to as many familiar faces as possible. The recommended software is either **Zoom, Google Hangouts or Microsoft Teams** so you can share a presentation.

You may want to use the same software to also make sure that the new employee or employees have video conference introductions to all the important members of the team, who they would otherwise meet when in the office.

And again, you can use the video conferencing software to hold another team social at the end of their first week, to make sure they feel welcome and get another chance to meet the team.

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