Quick guide to onboarding

Activity	What	Who	When
Start registering new employee	Input into Service Portal	Management Assistant (MA)/Manager(Mg)	At least one month before the start date.
SCIS (Service Centre International Staff)	Employees who do not have Dutch nationality	MA/Mg/HR	When an employee is NON-EU, contact with the SCIS is necessary. For NON-EU, please start three months before the start date. Also contact the SCIS if a NON-EU employee is already working within Leiden University. It is possible that they may need a work permit (TWV); an application can take several weeks and without one the employee is absolutely not permitted to start work. Conclusion: in the case of NON-EU employees, call the SCIS to make certain.
LU-Card/staff card	Personal card for access to buildings	Employee(Emp)	As soon as the employee has created their ULCN account.
IT	Workgroup, software, ICT accessories, SAP access, ULCN, email, working from home. (Look carefully at the ICT section of the website: it gives a great deal of information)	MA/Mg/Emp	ULCN account must have been activated. At least before the first working day.
Laptop	Email a request to Jasper Kanbier	MA/Mg	At least one month before the start date.
Room key	Key for workspace. Email a request to Jaap Hoff	MA/Mg	As soon as the appointment to the Faculty of Archaeology is known. At least three weeks before the start date.
Workspace	Physical workspace in Van Steenis building	MA/Mg	At least one week before the start date.
Reception by manager	The new employee is received by the manager, who briefly explains the work and workplace	Mg	First working day.
Guided tour	Guided tour of Van Steenis building	Mg (the manager may also delegate this to the MA or immediate colleague)	First working day.
Card for drinks machines (only paid employees)	Card for obtaining hot drinks from the various Leiden University machines	MA	First working day, if so wished.
Parking	Leiden University parking garages	Employee	Before the start date. Employee's ULCN account must be active.

Welcome interview with HR (only paid employees)	Explanation about HR matters, leave, reporting sick, HR systems	HR	First working day/first working week.
Leiden University introduction day	Information about the university and its history	Employee	First or second month. Employee can register self for this.

Work instructions for onboarding

Process for appointment of a paid employee

When the appointment of a new employee has been approved, the department (management assistant or manager) starts the appointment in the Service Portal (select: *New registration for someone who does not yet work for the university*). It is really important here that the private email address is used: this does not work with U-mail.

The person who starts the appointment is regarded as the preparer. After this, the movement proceeds through an approval flow. This can be found in Annex 1.

Annex 1: Flow chart showing the appointment process step-by-step.

Process for appointment of external employees (guests)

Disclaimer: to limit the proliferation of guest appointments, a critical assessment is needed for appointing or extending the appointment of external employees. Condition: an output is provided in return, in the area of education, research or support. The duration of the guest appointment must also be carefully monitored; in principle no more than one year (although this can naturally be extended). Everyone is asked to look closely at this. Simply wishing to remain affiliated with the Faculty of Archaeology, without an output being provided in return, is not a reason for a guest appointment, in our view.

Examples of external employees*: guest employee, guest researcher, external PhD candidate, guest after an appointment ends. If someone is seconded or temporarily hired, this person is also given a guest appointment. This is a legal requirement. (An exception is a temporary worker via JobMotion. See the section* Process for appointment of a temporary worker via JobMotion.*)*

When a new employee has been approved, the department (preferably management assistant or manager) starts the appointment in the Service Portal (select: *New registration for someone who does not yet work for the university*). It is really important here that the private email address is used: this does not work with U-mail.

The person who starts the appointment is regarded as the preparer. After this, the movement proceeds through an approval flow. This can be found in Annex 2.

Annex 2: Flow chart showing the appointment process step-by-step.

Process for appointment of a temporary worker via JobMotion – *for student assistant or teaching/ research assistant*

This is only applicable if the person remains below 250 hours during their appointment period.

As soon as the employee can be appointed via JobMotion, it is essential that the management assistant or manager checks in advance with the Finance unit that there is enough funding to appoint the employee. After approval has been given, the department (management assistant) can perform the input via HelloFlex. HelloFlex is JobMotion's new platform. There are five people within the Faculty of Archaeology who are able to perform the notification to JobMotion: Isabelle Mollink-Moerer(HR), Jo Say(MA), Yvonne Haring(MA), Ilone de Vries-Lemaire(MA), Kees Varkevisser(HR).

There are a few exceptions:

-NON-EU employee with residence permit and/or work permit does **not** proceed via JobMotion, but is given a paid appointment at Leiden University itself, and must therefore be started via the Service Portal (see the section *Process for appointment of a paid employee*). Why? Because these employees have to be checked by the Service Centre International Staff (SCIS). JobMotion does not and cannot do this. You should contact HR if you have any questions.

-If the employee remains below 250 hours but the intention is to extend the appointment, which may bring the hours to more than 250, it is advisable to appoint the employee as a paid employee (more financially favourable). In that case, you should state when starting the appointment that there may be an extension that will bring the employee to more than 250 hours. If you don't do this, the PSSC will not take action on the appointment and the entire process will need to be performed again, which takes a great deal of time.

Process for appointment of an emeritus professor

When the appointment of a full professor (*hoogleraar*) ends (unless extension of the appointment as professor is registered after the 'general old-age pension' (AOW) age is reached), an emeritus appointment is **automatically** given for an indefinite period.

The authorisations are not automatically transferred. For example, if the emeritus professor still needs the ability to hold performance & development interviews (ROGs) and to approve movements, invoices or leave in the Service Portal, then this can be requested by HR. An action is required for this. You should send a request to the HR mailbox, stating the authorisations that are relevant in this regard. HR will then submit the request.

Please note: if an emeritus professor wants to submit an invoice for their own work in order to receive payment, they must fill in the PNIL (staff not employed by the university) form.

Link: https://hop.leidenuniv.nl/sap/bc/ui5_ui5/sap/yul_dec_appl/index.html?sap-client=400&sap-language=NL

Process for Service Centre International Staff (SCIS)

In the case of a new employee from outside the EU, you should contact HR or the SCIS well in advance, to check that the start date of the appointment is actually feasible! The procedure for a residence permit and/or work permit takes a long time. The appointment must therefore be started three months before the start date.

Please note: if a NON-EU person already has a residence permit, this does not mean that they can automatically start work. It may be necessary to apply for a work permit. You should therefore first contact the SCIS or HR to check this.

The SCIS provides advice and assistance with appointing international staff (EU and NON-EU). Topics that they cover include: residence permits, work permits, housing, dual career services, taxes, healthcare insurance, 30% facility, social events.

If a residence permit (VVR) and/or a work permit (TWV) is required, this can take around eight weeks. It is therefore important to start procedures of this kind well in advance. If you don't do this, it is very likely that an employee will not be able to start work on the desired start date because the residence permit or work permit has not yet been issued. An employee can **not** start work without a residence/work permit, because of the risks.

Therefore, don't hesitate to contact the SCIS by phone or email if you have any questions about this. Link to information page: Service Centre International Staff - Leiden University

Fees: applying for a residence/work permit for the employee involves fees. These fees are charged to the same SAP order number as the salary costs, even when they relate to a project. (Although the fees are not eligible for funding, we want these expenses to be transparent for the project leader.)

Process for LU-Card/staff card

All Leiden University employees need an LU-Card. This is the ID used within all the university's buildings and locations.

As soon as the appointment has been processed and the employee has a ULCN account, they can apply for an LU-Card (staff card). The employee can find all the necessary information about applying for this on the website, via the link: LU-Card - Leiden University

Process for laptop

A laptop is only given to paid employees.

The management assistant or manager sends an email to Jasper Kanbier (ICT Coordinator) to ask for a laptop, clearly stating the details of the recipient: full name, private email address and start date of the appointment. The private email address is used to inform the employee that a time can be scheduled for issuing the laptop. (Please note: it is really important that Jasper is given the private email address, so that he can ask the ISSC to send the invitation to that address.)

The application for a laptop must be submitted at least one month in advance, to ensure that it is ready in time.

All types of external employees can use a flex workspace within the faculty. Possible exceptions may be employees who are seconded within the faculty, but this must be considered and discussed on an individual basis.

Process for IT

You may wish to apply for IT rights for a new employee. For example: *workgroup storage, software, new password, shared mailbox, increased storage space, data recovery, SAP authorisation*. This can be done by the management assistant or manager, and in some cases by employees themselves (it depends on which product is required). There are special forms, and more information can be found via the link to the website: Application forms – Leiden University

Room key

A key (or additional key) for a room can be requested by sending an email to J.J. (Jaap) Hoff. In some cases, an additional key is not available and will have to be ordered. The key should therefore be requested as soon as possible.

Welcome interview with HR

During this interview, HR provides information about various HR matters within our faculty/ university.

Process for Leiden University introduction day

Employees can sign up for the introduction day, and will be informed about this during the welcome interview with HR. See the link: Introduction day – Leiden University. (There is a separate introduction for PhD candidates; see the link: PhD introduction meeting – Leiden University)

Process for parking

Employees who travel to work by car can buy a parking subscription. More information can be found via this link: Parking – Leiden University

Process for 'card for drinks machines'

Paid employees can collect a 'unit card for drinks machines' from the management assistant of the department.

External employees can buy their own 'staff card for drinks machines' via the link: Vending machines for hot drinks and snacks – Leiden University

Management assistants can order cards from the University Services Department (UFB).

Process for workspace

Designated workspaces are only assigned to paid employees. The manager and management assistant decide together where each person's workspace will be.

A request for a room key (if applicable) can be submitted to Jaap Hoff of the General Services unit, by sending him an email. Colleagues, the management assistant and manager are advised to request this a few weeks in advance, so that the new employee will have a key on the start date.

External employees can use a flex workspace.

HR or PSSC: which one should I contact for advice? (this is a more general question, and therefore applies for all employees within Leiden University)

Look first on the Leiden University website; in many cases you will find the answer there (searching via Google often works better than using the search box of the Leiden University website, unfortunately).

Administrative and basic HR questions can be addressed to the PSSC, while complex questions can be sent to the faculty's HR department.

A list of where to address your questions is given below:

PSSC questions (pssc-servicepunt@assc.leidenuniv.nl or tel. 5555)
The Personnel Shared Service Centre performs the administrative processing for all Leiden University faculties. You can contact them about absolutely all questions; if they don't have the answer themselves, they will know the route to the most appropriate person or system.

- Questions about the appointment letter/employment contract
- Questions about the status of the performance & development interview (ROG)/welcome interview (not about the content)
- Changes in personal details (address, name, website, travel expenses)
- Employer's statement (you can request this via the website)
- Self Service ('ancillary' work, vacation, time recording, travel and expenses, salary, annual tax statement, performance & development interview)
- Flexible benefits (individual choices model: using the gross salary to pay for screen protection glasses, bicycle, sports, commuting expenses)
- Salary
- Vacation and other types of leave (parental leave, maternity leave, special leave etc.)
- Reporting sick and recovery
- HR systems: Service Portal, e-recruitment, BusinessObjects, SAP HR

HR questions (hr@arch.leidenuniv.nl)
The HR advisory team provides advice to the managers, management assistants, Faculty Board and heads of department about policy in the area of human resources. If you have any questions about working conditions, you should first contact the PSSC. Depending on your question, they can refer you back to the HR adviser of the Faculty of Archaeology.

- Collective labour agreement (CAO)
- Complex questions about employee changes
- Secondment
- Sickness (monitoring long-term absence ('*poortwachter*'), sick leave, long-term sickness)
- Recruitment and selection
- Leaving (own request, end of contract, pension)
- Job profiles
- Salary scales
- Legal position