

Virtual Onboarding with PM-Partners



Engagement with PM-Partners

PM-Partners will ensure all relevant paper work and compliance checks to onboard your new resource have been completed.

- » Your PM-Partners Account Manager and Service Delivery Mgr (SDM) will help coordinate this.
- » PM-Partners will issue a contract to your new resource and begin our on-boarding process.
- » PM-Partners will assign you a Service Delivery Manager to support both yourself & your new resource throughout the engagement.



IT/Account Set-up

PM-Partners will help coordinate IT set-up for your new resource with you directly:

- » Do they need a laptop? Personal or company provided?
- » PM-Partners can pick-up/courier a laptop to the new resource (if required)
- » If IT access will take several weeks, we can set up a PM-Partners email account to get those first few meetings locked in.



Setting up a Work Zone

Working remotely...

We will work with you to make this process as seamless as possible. PM-Partners will issue a check-list to your new resource to ensure they are set up with an appropriate work station to work from home and have the necessary hardware & software to perform their role.



Getting Connected

Starting a new role can be daunting, particularly when this is done remotely, as you miss out on that physical connection with people in the office.

- » PM-Partners will facilitate virtual on-boarding meetings between yourself & your new starter via MS Teams, Zoom, Google etc
- » PM-Partners will share contact details with hiring managers to organise first day reporting details and to start introductions
- » Your SDM will check in regularly with yourself & your new resource to resolve any concerns or issues early on



Over-Communicate

Set out your expectations clearly in all relevant communication & schedule daily check-in's for the first week with your new resource to help them settle in and as an opportunity to ask questions.

Reach out to your PM-Partners Service Delivery Manager at anytime during this on-boarding phase if you need assistance with anything. They will also check in to offer support as and when required.



Contact Us

Your assigned SDM is the first point of contact for any support you need with your PM-Partners resources onsite:

- » On-boarding/Induction process
- » Monitoring & tracking of projects status and early intervention & support (as required)
- » Feedback on services
- » Contract extensions
- » Invoicing, time sheeting or dispute resolution
- » Any Training needs

Your SDM will then connect you to the right person in PM-Partners if they cannot help.