

# Sample of Induction Pack

# Sample Induction Pack

This sample induction pack was collated for **newly recruited grade level officers** posted to the **Performance Management Department**.

## **Content of this Sample Induction Pack**

- ✓ Section 1: Welcome Pack
- ✓ Section 2: MDA and Location Related Information
- ✓ Section 3: Job Specific Information
- ✓ Inductee Onboarding Checklist

# Section 1

Welcome Pack

# Section 2

MDA Related Information

# Section 3

Job Related Information

# Welcome Pack

- The information in this section will be delivered should be in a digital format to ensure sustained production, ease of distribution and use.
- Information should include important materials listed below:

# Section 1

## Welcome Pack

This section covers all essential Civil Service information stated below:

- ✓ Overview of the Civil Service and the Constitution
- ✓ Reforms and other emerging trends
- ✓ Public Procurement Act
- ✓ Human Resources Management
- ✓ Financial Regulations
- ✓ Official Communication
- ✓ Freedom of Information Act
- ✓ Service Delivery
- ✓ Capacity Development
- ✓ Security
- ✓ Information Communication Technology

# MDA Related Information

- This section presents information on the inductee's MDA. The collation of this information and regular review of its content to ensure accuracy is facilitated by the MDA's departmental training officers.
- Example: The Office of the Head of the Civil Service of Nigeria. The next slides present useful information on the Office of the Head of Service of the Federation.

## Example of an Organisation: The Office of the Head of the Civil Service of the Federation (OHCSF)

### Brief History

Refer to the specific section and the instrument which created the Civil Service or the organization, and relevant powers conferred e.g. Section 169 of the 1999 Constitution of the Federal Republic of Nigeria (as amended) states: "there shall be a Civil Service of the Federation"; and section 171 (1) & (2) (a) provides that: "power to appoint persons to hold or act in the offices to which this section applies and to remove persons so appointed from any such office shall vest in the President.

Therefore, from the provisions of the 1999 Constitution (as amended), the Civil Service of the Federation and the Office of the Head of the Civil Service of the Federation (OHCSF) are legal entities with juristic personalities as administrative machineries for implementing government policies and programmes with diligence and commitment for advancing the welfare and well-being of the citizenry through the judicious use of human, material and financial resources and qualitative service delivery based on observance of the Rule of Law/ Due Process.

The Federal Civil Service under the leadership of the Head of the Civil Service of the Federation recognizes the service as the engine of good governance and accountability with key contributory roles by the private sector as stakeholders in the development process. In this regard, the OHCSF creates platforms to promote public/ private partnerships in the development of competencies and exchange of professional ideas/ knowledge. It also pursues the capacity development of officers through the efforts of the The Administrative Staff College of Nigeria (ASCON), the Public Service Management Institute and the Federal Training Centres to harness the staff potentials for self development and promotion of the common good.

### Mission

"To provide a professional civil service that is anchored on stewardship, trust and stakeholder engagement that ensures MDAs are equipped for policy management and good governance".

### Vision

"A modern public Service Organization that provides world class service for sustainable national development ".

### Charter

To be responsible for leadership, management and capacity development of all civil servants for effective, efficient and accountable service delivery to the public.

# Office of the Head of the Civil Service of the Federation (OHCSF): Overview of Organisational Structure

## Names and functions of Offices

Head of the Civil Service of the Federation (HCSF)

Legal Unit

Communication Unit

Internal Audit Unit

Stock Verification Unit

Service Policies & Strategies Office (SPSO)

Career Management Office (CMO)

Special Duties Office (SDO)

Service Welfare Office (SWO)

Common Services Office (CSO)

- Organisation, design and development
- Civil service transformation and improvement
- Custody of service policies
- Workforce planning and manning levels determination
- Culture, ethics and compliance
- Leadership development and succession planning

- Performance management process co-ordination
- Learning and development
- Employee mobility
- Staff records and administration

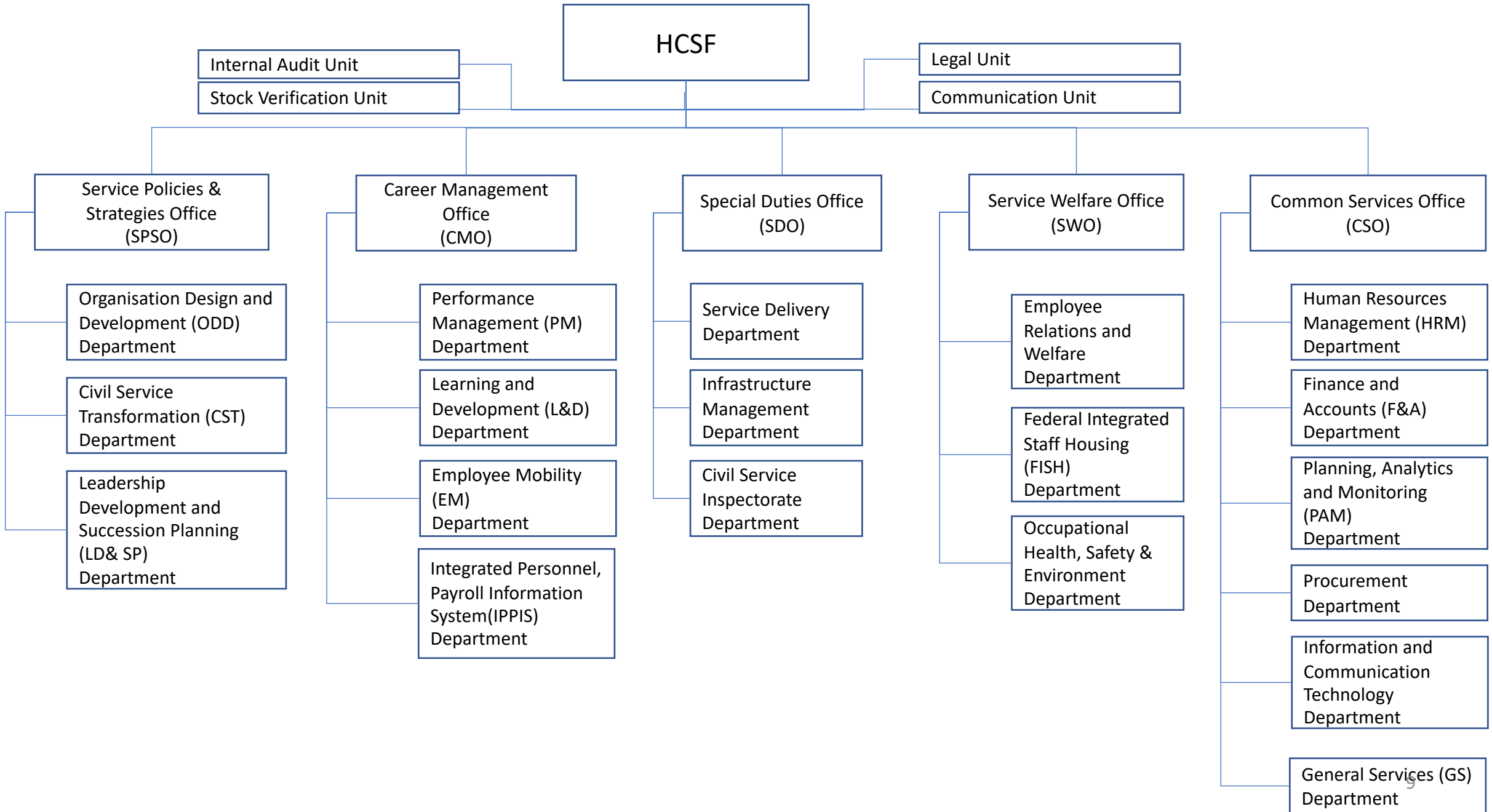
- Development and review of service charters
- Management of customer relations
- Management and improvement of infrastructure of Federal Secretariats
- Civil Service inspectorate

- Human relations management information service and staff records for welfare/pension
- Benefits administration
- Employee and industrial relations
- Provision of affordable housing for Federal Civil Servants
- Occupational Health, Safety and Environment

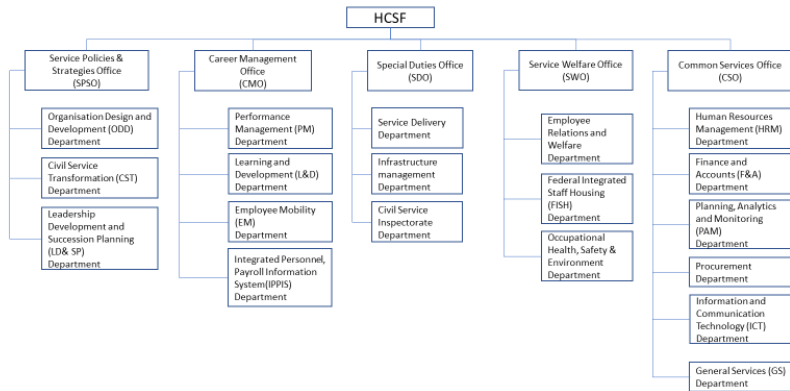
- OHCSF Human resources management
- OHCSF procurement
- OHCSF planning, monitoring and reporting
- OHCSF finance and accounts
- OHCSF ICT support
- Office maintenance



# Office of the Head of the Civil Service of the Federation (OHCSF): Organisational Structure



# Service Policies & Strategies Office (SPSO)



The Service Policies & Strategies Office is headed by a Federal Permanent Secretary. The office is structured into four departments namely;

- Organization Design & Department;
- Civil Service Transformation;
- and Leadership Management & Succession. Each department is headed by a substantive Director and ably assisted by Deputy Directors and other lower level officers.

## Mission Statement

We lead the design and implementation of policies and governance structures across MDAs for effective service delivery to the public".

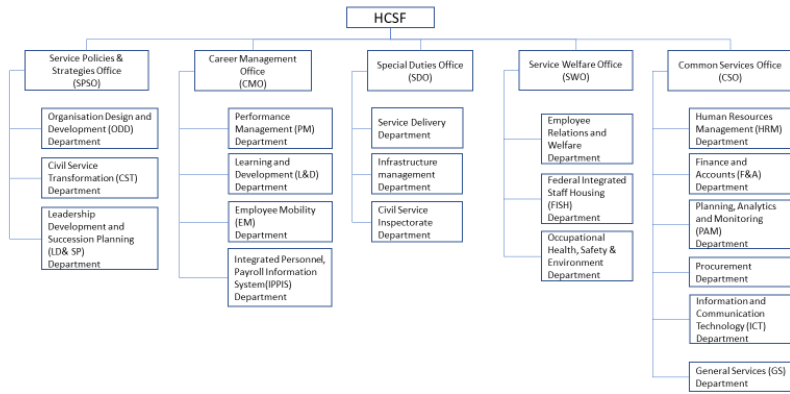
## Key Expectations

- Lead the development, implementation and communication of programmes, policies and initiatives aimed at improving:
- Efficiency and effectiveness of the Federal Civil Service (FCS);
- Utilization of resources across the FCS;
- Improved coordination and governance of the FCS; and
- Service delivery and responsiveness across the FCS.

## Sample of Programmes Delivered

- Efficiency and effectiveness of the Federal Civil Service (FCS);
- Re-design of jobs across the FCS;
- Roll-out of Job Descriptions based on re-designed jobs;
- Provision of advisory services on processes and systems as part of reform initiatives;
- Constant review of workforce planning and manning levels; and
- Implement programmes to aid development of a stronger culture of corporate ethics and compliance.

# Service Policies & Strategies Office (SPSO)



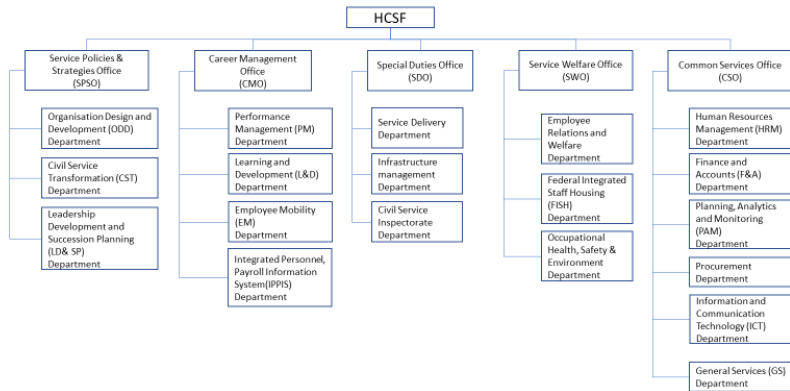
The Service Policies & Strategies Office is headed by a Federal Permanent Secretary. The office is structured into four departments namely;

- Organization Design & Development (ODD) Department;
- Civil Service Transformation (CST) Department;
- Leadership Management & Succession planning (LMSP) Department

Each department is headed by a substantive Director and ably assisted by Deputy Directors and other lower level officers.

Dept	ODD	CST	LMSP
Functions			

# Career Management Office (CMO)



The Career Management Office (CMO) is headed by a Federal Permanent Secretary. The Office is currently made up of four Departments, namely:

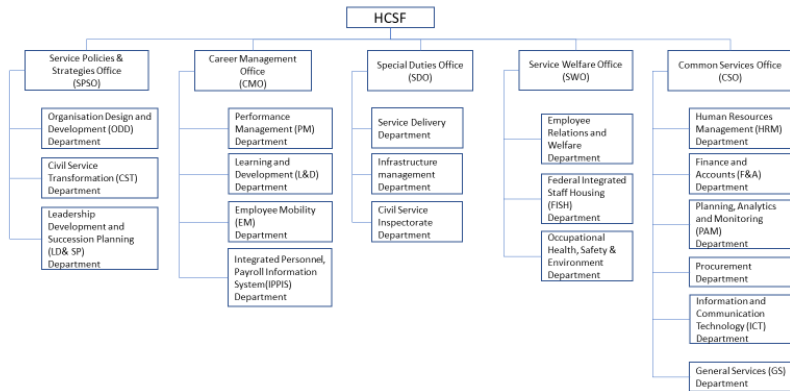
- Employee Mobility (EM) Department;
- Performance Management Department (PMD)
- Learning and Development Department (L&D)

Mandate	Mission	Vision
<p>Responsible for managing the career of officers in the pool of the Office of the Head of Civil Service of the Federation. The office also liaises with the Federal Civil Service Commission on matters of Appointment, Promotion and Discipline.</p>	<p>Provide systems, tools and policies to build a professionally competent and well-motivated workforce for effective, efficient and accountable service delivery.</p>	<p>To manage the careers of officers in the Federal Public Service with a view to achieving optimal utilization of human resource and providing efficient and effective service delivery.</p>

## Functions

- Control and management of careers of the Pool Officers such as Administrative Officers, Executive Officers, Librarians and Library Officers, Confidential Secretaries, Store Officers and Stock Verifiers, Computer Engineers, Programmers and Analysts, Data Processing Officers and Procurement Officers. Efforts are on top gear to bring Engineers into the Pool
- Management of careers of all Professional Officers in the Federal Civil Service on Salary Grade Level 14 and above through the relevant MDAs
- Co-ordination of activities in relation to Civil Service matters of Federal Ministries and Extra-Ministerial Departments
- Liaison with Parastatals on Public Service matters
- Providing Secretariat support on the appointment of Permanent Secretaries and the weekly meeting of the Federal Service Management Committee
- Provision of staff to newly established Commission and Extra-Ministerial Departments
- Any matter that may be assigned by the Head of the Civil Service of the Federation

# Career Management Office (CMO)



## Key Expectations

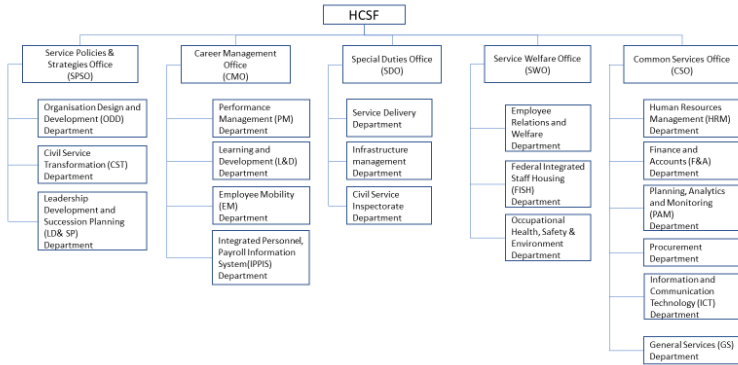
Lead the design, implementation and communications of programmes, systems and strategies to:

- Maximize employee and workforce performance and engagement;
- Build a competent workforce;
- Develop HR management competencies of the FCS.

## Programmes and Systems Delivered

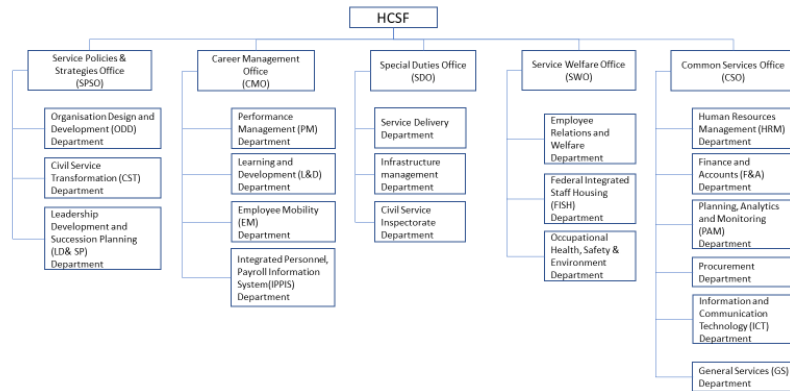
- Performance Management;
- Learning and Development;
- Employee Mobility; and
- Staff Records and Benefits Administration.

# Career Management Office (CMO)



Dept	EM	PM	L&D
Functions			

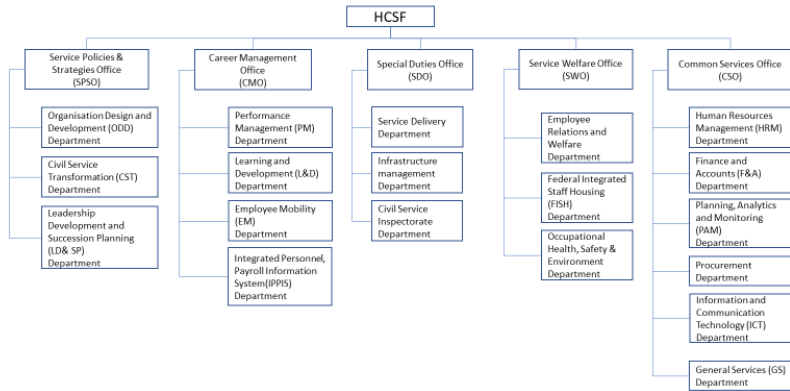
# Common Services Office (CSO)



## Functions

- Management and maintenance of the Integrated Payroll and Personnel Information System (IPPIS) Secretariat;
- Processing matters relating to appointment, promotion and discipline of staff of OHCSF; Dealing with matters relating to staff welfare and training.
- Handling other establishment matters such as leave, staff records, nominal roll and secretariat of meeting of the OHCSF;
- Controlling and coordinating internal administration issues in the OHCSF; Supporting and assisting in accelerating achievement of government policies that impinges on the general welfare needs of public servants;
- Provides adequate security and parking arrangements at the Federal Secretariat Phases I, II, III and IV;
- Ensure sporting and leisure activities among civil servant through the effective supervision of Federal Civil Service Clubs and the Federation of Public Services Games;
- Ensuring the coordinating of the activities of the facility managers who have been entrusted with the maintenance of Federal Secretariat Complex;
- Providing office accommodation to Federal MDAs;
- Processing of nominations of civil servants to be given National Honours for the consideration of the OHCSF;
- Representing the OHCSF in Boards and Committees;
- Serving as the Secretariat for Senior Staff Committee of the OHCSF;
- Providing transparent and timely accounting services in the Office of the Head of the Civil Service of the Federation, other government agencies and the general public;
- Handling financial activities of the OHCSF;
- Handling matters relating to the receipt and disbursement of funds in accordance with budgetary provision and in compliance with financial regulation and circulars;
- Receipt and management of funds by way of quarterly warrant and AIEs from the Accountant-General of the Federation

# Special Duties Office (SDO)



## Functions

- Development and review of service charters
- Management of customer relations
- Management and improvement of infrastructure of Federal Secretariats
- Civil Service inspectorates

The Special Duties Office is headed by a Federal Permanent Secretary. The office is structured into three departments namely;

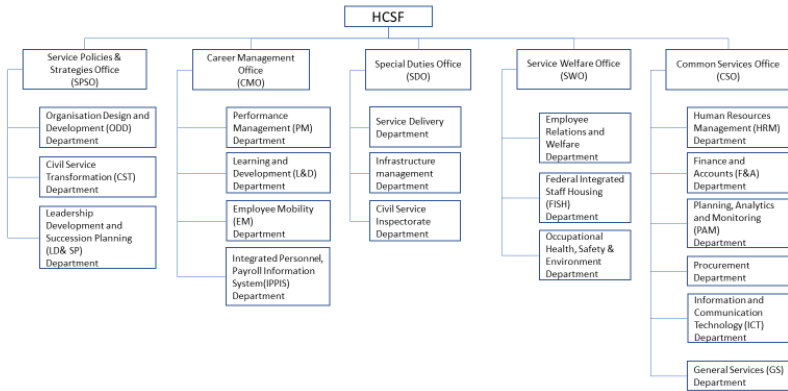
- Service Delivery Department
- Infrastructure Management Department
- Civil Service Inspectorate Department

Each department is headed by a substantive Director and ably assisted by Deputy Directors and other lower level officers.

Dept	Service Delivery Department	Infrastructure Management Department	Civil Service Inspectorate Department
Functions			



# Service Welfare Office (SWO)



## Functions

- Human relations management information service and staff records for welfare/pension
- Benefits administration
- Employee and industrial relations
- Provision of affordable housing for Federal Civil Servants
- Occupational Health, Safety and Environment

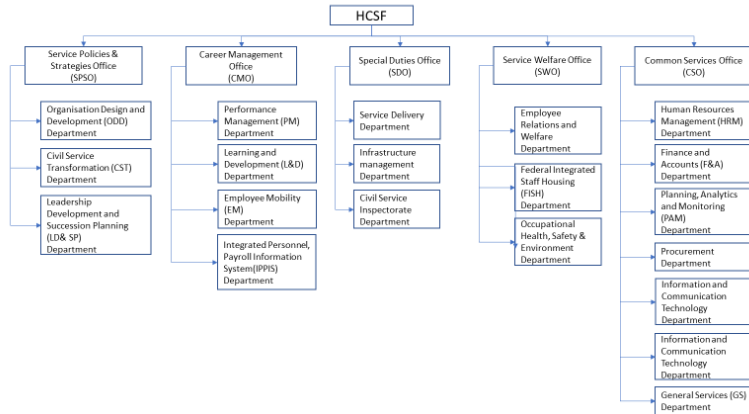
The Special Duties Office is headed by a Federal Permanent Secretary. The office is structured into three departments namely;

- Employee Relations and Welfare Dept
- Federal Integrated Staff Housing (FISH) Dept
- Occupational Health, Safety & Environment Dept

Each department is headed by a substantive Director and ably assisted by Deputy Directors and other lower level officers.

Dept	Employee Relations and Welfare Department	Federal Integrated Staff Housing (FISH) Department	Occupational Health, Safety & Environment Department
Functions			

# Common Services Office (CSO)

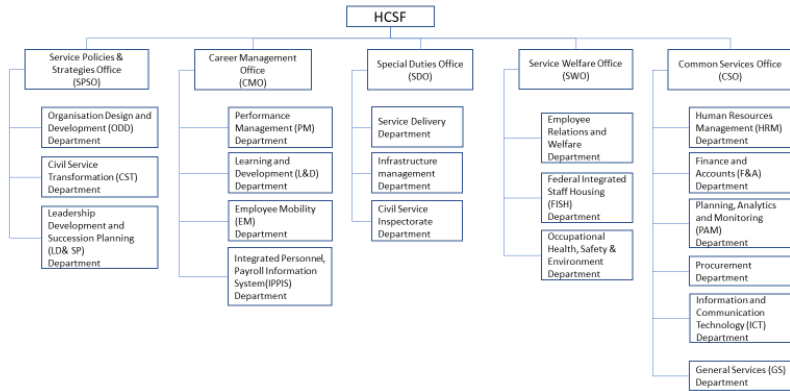


This office is responsible for the provision of amenities such as office and residential accommodation, recreational facilities, sporting facilities, transportation, telephone, water, other utilities and social amenities etc. for the entire Civil Service and the overall administration of activities that cut across the offices in the Office of the Head of Civil Service of the Federation. It is structured into five Departments, each headed by a Director. The Departments are:

- Human Resources Management and Administration (HRM) Department;
- Planning, Analytics and Monitoring (PAM) Department,
- Department of Finance and Accounts (DFA),
- Information and Communication Technology (ICT) Department
- Procurement Department
- General Services Department

Mission	Vision
<p>"To provide timely, valuable and professional services for efficient and effective operations of the Office of the Head of Civil Service of the Federation".</p>	<p>To be a World-Class service office, implementing Government's policies and programmes for rapid and sustainable development.</p>
Key Expectations	Programmes & Systems Delivered
<p>Provide assurance on the efficient and effective use of OHCSF resources in the areas of finance, human resources, office management and general administration, ICT and procurement.</p>	<ul style="list-style-type: none"> <li>• OHCSF HR</li> <li>• OHCSF Procurement &amp; Administrative Support</li> <li>• OHCSF Planning Analytics &amp; Monitoring</li> <li>• OHCSF Finance &amp; Accounts; and</li> <li>• OHCSF ICT support.</li> </ul>

# Common Services Office (CSO): Functions of Departments



This office is responsible for the provision of amenities such as office and residential accommodation, recreational facilities, sporting facilities, transportation, telephone, water, other utilities and social amenities etc. for the entire Civil Service and the overall administration of activities that cut across the offices in the Office of the Head of Civil Service of the Federation. It is structured into four Departments, each headed by a Director. The Departments are:

- Human Resources Management (HRM);
- Planning, Analytics and Monitoring Department (PAM),
- Department of Finance and Accounts (DFA),
- Information and Communication Technology (ICT) Department,
- Procurement Department,
- General Services Department

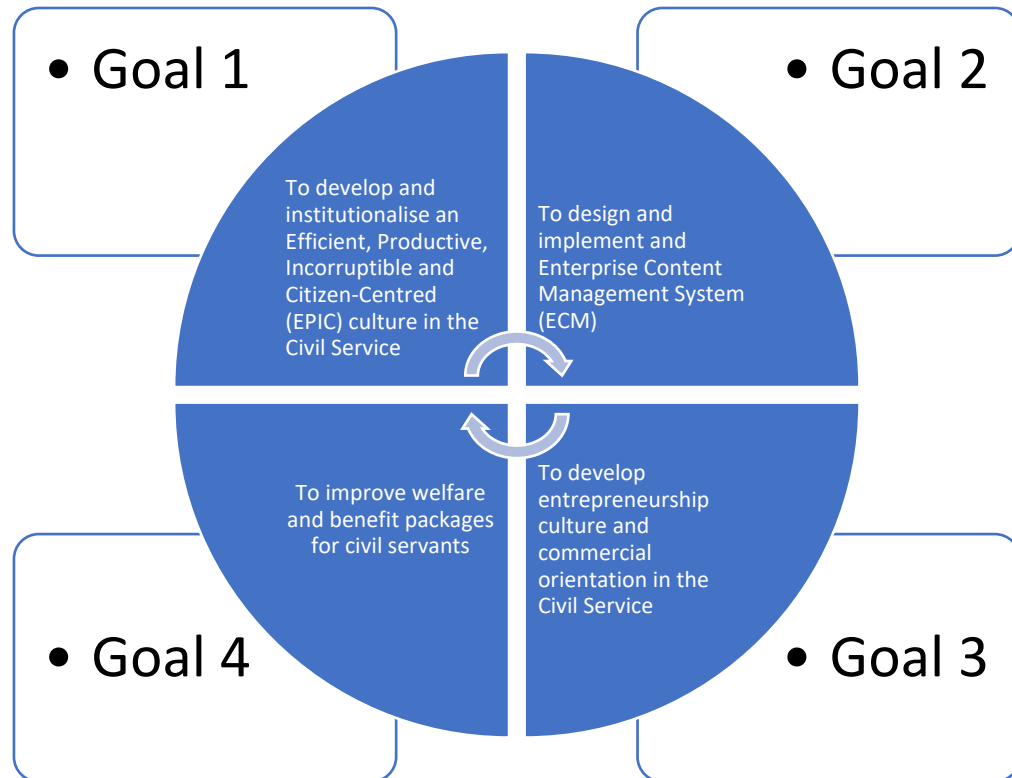
<b>HRM Dept</b>	<b>PAM Dept</b>
<b>DFA Dept</b>	<b>ICT Dept</b>
<b>Procurement Dept</b>	<b>General Services Dept</b>

**Office of the Head of the Civil Service of the Federation (OHCSF) : Parastatals**

<b>Parastatals</b>	<b>The Administrative Staff College of Nigeria (ASCON)</b>	<b>Public Service Institute of Nigeria (PSIN)</b>	<b>Federal Training Centres (FTCs)</b>	<b>Federal Government Staff Housing Loans Board (FGSHLB)</b>
	Mandate and functions of ASCON	Mandate and functions of PSIN	Mandate and functions of FTCs	Mandate and functions of FGSHLB

# List of other OHCSF related information

1. OHCSF Strategic plan 2017 -2019 and its implementation blueprint



2. Admin officer cadre related information

3. Relevant circulars and other official documents

4. Civil service values

Office Location Related Information	Activity	Delivered by	Date of Completion
Work area, lunch room, food outlets, car parking, security	Guided tour		
Emergency office evacuation procedure and office floor plan	Part of guided tour with documents such as relevant maps		
Information on document disposal process (if applicable)	Conversation		
Mail processing procedure	Guided tour and conversation		

# Section 3

## Job Related Information

This section covers all essential information on your job stated below:

- ✓ Job description/schedule of duties with details on roles, accountabilities and responsibilities
- ✓ Competencies to perform job
- ✓ Work tools
- ✓ Work hours
- ✓ Learning and capacity development
- ✓ Performance management process and appraisal cycle
- ✓ Team introductions and location information

# Job Related Information Section

- This section presents information on the inductee's job/role and should provide the basis for good performance on the job.
- This information is collated and facilitated by the inductee's work unit (department/division/branch/section/unit) with support from the Departmental Training Officer.
- List of documents included in this sample file include:
  - Inductee's job description
  - FCS Competency Directory for inductee's band
  - Lead-P
- List of other documents to be included in this section
  - Document containing information on performance management process and appraisal cycle
  - Document containing inductee job specific learning & development programmes



# Induction Checklist

Job Specific Information	Activity	Applicable Document(s)	Delivered by	Date of Completion
Job description (Schedule of duties): Roles and responsibilities	Conversation	Job description section of Schedule of Duties		
Competencies required to perform adequately in job role	Conversation	Competencies section of Schedule of Duties		
Hours of work, overtime and additional hours	Conversation			
Work tools assignment procedure	Conversation			
*Introduce work buddy/mentor if applicable	Conversation			
*Other job specific information such as procedure for travel, processing reimbursements of expenses	Conversation with applicable document			
Performance management and performance appraisal process and cycle	Conversation with reference to Employee Handbook	Employee Handbook		
Career development, staff training and capacity development	Conversation with reference to Employee Handbook and all other applicable documents (e.g MDA specific training and capacity development calendar)	SMART-P/LEAD-P Employee Handbook All other applicable MDA specific training and capacity development intervention calendar)		
Support services such as HR (probation, promotion), Finance, IT, ICT services	Guided tour with document			

To be completed by DTO or applicable HR staff in MDA

Questions, Comments, Observations

