

UN 
environment
programme

WCMC



LIFE AT UNEP-WCMC

Your guide to who we are and how we work



Hello,

We are the People Team, a friendly bunch of HR professionals with a wide range of skills and experience, here to look after all things people-related. We have written this guide for you, wherever you are based, whether you are about to start a new job with us or have been here for years. We'll explain who we are, how we like to work, what you can expect from us, and answer any questions you may have. Of course, you can always come and talk to us, but hopefully this will provide you with a load of useful information to get you started.

Happy reading!

From the People Team



CONTENTS

About us

- 6 Who are UNEP-WCMC?
- 6 How does the collaboration with UN Environment work?
- 7 What's our strategy?
- 9 How are we governed?
- 10 What are our culture and values?
- 12 What is the Cambridge Conservation Initiative and Cambridge Conservation Forum?

About you

- 13 What will happen in my first week?
- 13 Will I be introduced?
- 13 Tea, coffee, cake anyone?
- 13 What if I have a question?
- 15 What happens at my three month review?
- 15 What can I expect from my first six months?
- 15 And the final probation review meeting?
- 15 Will I have an annual review?
- 16 What do I need to know about progression and salary?
- 17 How will I develop?
- 17 What training can I attend?

About the Centre

- 18 What does my place of work provide?
- 23 The techie part
- 24 What benefits does the Centre offer?
- 27 Are my hours flexible and what if I need time off?
- 28 What policies and procedures does the Centre have?
- 30 What committees are there?

ABOUT US

Who are UNEP-WCMC?

In a nutshell, the UN Environment World Conservation Monitoring Centre (UNEP-WCMC for short) is a proud world leader in biodiversity knowledge. Our 160 internationally diverse employees work hard with scientists and policy makers all over the world to place biodiversity and the value of nature at the centre of decision-making. You can visit our website to find loads more information about our partners.

How does the collaboration with UNEP work?

UNEP-WCMC is a collaboration between UN Environment Programme and the UK charity, WCMC. We provide expertise and technical services related to biodiversity and the value of nature to, and on behalf of, UNEP.

Let's talk more about WCMC. With its headquarters in Cambridge, WCMC was founded in 1979 as a charity, aiming to promote the conservation, protection, enhancement and support of nature and natural resources worldwide. All the work of WCMC is conducted under the collaboration agreement with UN Environment which has been in place since 2000. The CEO has overall responsibility for running the WCMC charity. The Director and Deputy Director of UNEP-WCMC are UN Environment employees and work closely with us to help deliver our strategy. Importantly, everyone else is a WCMC employee and does not work directly for the UN. To learn more about the Centre and the collaboration, please take a look at our resources on SharePoint.

We know this might all seem a bit confusing, but if it helps, we often refer to ourselves as 'the Centre'.

What's our strategy?

UNEP-WCMC has developed a Strategy and Business Plan for the period 2017 to 2021 which set out three strategic objectives.

As part of these strategic objectives, priority areas (or themes) for the Centre's work have been identified. If you want to know more, have a look on SharePoint.

OUR THREE STRATEGIC OBJECTIVES



Disseminating knowledge on biodiversity and ecosystem services



Developing capacity to make use of knowledge on biodiversity and ecosystem services



Generating impact for sustainable development from the use of knowledge on biodiversity and ecosystem services



How are we governed?

We have a Board of Trustees, a CEO, a Senior Management Team (SMT) and a wider Leadership team.

The Board of Trustees meet formally three times a year to discuss the strategic direction and objectives for the Centre.

SMT meet every two weeks providing strategic leadership and day-to-day management of UNEP-WCMC.

The wider Leadership Team is a bit bigger and made up of SMT plus additional Heads of Programme and Principal Specialists. You'll probably hear from the leadership team regularly as they normally say something every week at Wednesday tea (more about that later).

The Leadership Team would be delighted to hear from anyone at the Centre who would like to suggest agenda items for discussion, so please speak up!

If you're wanting to find out who is on these teams (and all other teams) - check out the photo board on the ground floor and on the website (a very helpful place to look!).



OUR CORE VALUES



Commitment



Expertise



Partnership



Integrity



Leadership

Culture and values

The success of UNEP-WCMC is down to our greatest asset – you, and the skills, behaviours and performance that you, and all our team, provide. The five organisational values above are a guide to behaviours which are important to us.

Hopefully the words themselves are self-explanatory, but it's not always easy to know how these values play out in daily life. You can read more information on the organisational values in a poster and booklet available on the SharePoint. For now here's a bit more information about our values and culture.

The whole is greater than the sum of its parts

What we do makes a difference, but how we achieve our outputs is also important. We get stuff done and impress our customers and partners by working in teams.

Sometimes teams are within one of our programmes, but there are also cross-Centre teams that bring together shared interests and provide consistent processes. We are individual experts but this collaboration creates an inspirational learning environment where knowledge is shared and we're all exposed to new ideas and cutting-edge science.

One organisation, one handbook

Most of our employees are based in Cambridge. However, we do have employees working in different locations including our regional offices in China and the Netherlands. The culture and values of WCMC are upheld across the Centre, wherever your place of work is geographically. This handbook refers to teams and events which apply to the Cambridge office and will be of interest to the regional offices, but may be less relevant. If you have any queries on this then please contact the people team.

Outputs not outfits

We are more interested in what you achieve than what you wear, or the car (or ideally bike) you own. The commitment and integrity you demonstrate is not through snappy dressing, so please don't worry about dressing smart - be yourself, be honest and be considerate, that's all we ask!

Your opinion matters

We don't operate a 'who shouts loudest' system. As lovers of research and data we want to hear from everyone at the Centre, whether you've been with us for a few days, or a decade, so we can continually improve how we work and how we can have a greater impact. Giving and receiving feedback is something we're used to, whether it's part of a quality control process, peer reviewing work, part of the performance and development review (PDR) or the staff surveys, so don't be shy!

Tips on feedback

There are different ways to provide feedback on the way we work. The staff survey has been running for a number of years, so we have built up a benchmark of data about employee engagement.

We share the feedback (provided anonymously) with everyone and use it to set actions for the People Team plans, the Staff Liaison Committee (SLC) and beyond. But don't feel you need to wait for a survey to provide feedback, good or bad - saying 'thank you' or 'well done' goes a long way. You can always speak to or email the People Team, Facilities, your line manager or SLC if you want to share positive experiences or suggest an idea for how we can do better.

Our learning culture - Internships

Not only do we want to bring in experts, but we also want to create and develop them ourselves. This is all part of our learning culture. Through our internship programme, we aim to inspire the next generation of conservation leaders. We have about 20 paid interns each year who are with us for between 6-12 weeks at a time, soaking up knowledge, learning new skills and doing brilliant work! We also have a great partnership with the University of Cambridge called the Cambridge Conservation Internship Scheme from which we recruit a handful of interns from Cambridge University to join us over the summer.

What is the Cambridge Conservation Initiative and Cambridge Conservation Forum?

The Cambridge Conservation Initiative (CCI) is a unique collaboration between the University of Cambridge and leading biodiversity conservation organisations in and around Cambridge. The CCI has a conservation campus in the heart of Cambridge, the David Attenborough Building, where leaders in academia, business, government and non-governmental organisations can meet and work together.

The Cambridge Conservation Forum (CCF) is an active network of over 60 conservation-related member organisations and institutions based in and around Cambridge. The CCF plays an important role as a founding member of the Cambridge Conservation Initiative.

We at the Centre are an active member of both CCI and CCF, providing us with access to fantastic expertise, facilities and services, as well as plenty of networking opportunities with like-minded conservationists.

Enough bragging about us, let's talk about what you can expect from being a WCMC employee...



ABOUT YOU

What will happen in my first week?

When you arrive on your first day, you'll be greeted by Facilities and the People Team. We're here to help you (and like to think we're quite a welcoming bunch!). We will whisk you off for a morning of inductions where you'll find out all about our history and strategy, key people in the organisation, and how we work at the Centre. This is when you'll be provided with IT equipment, a key fob to enter the building and all the important information and logins for our systems - more on these later.

Tea, coffee, cake anyone?

You will notice our kitchen facilities include a fancy coffee machine and a huge jar of teabags. These should provide all your caffeine (and non-caffeinated) needs. Along with coffee we have a sandwich van that comes every morning, plus Sainsbury's is only 15 minutes' walk away. We also have the much revered Afternoon Tea on Wednesday, but we will discuss this later. Quite simply, we like cake here!

Will I be introduced?

On your first day your line manager will give you a tour of the building and introduce you to everyone. We will also send out an email with a little bit about you so people can say hello when they see you.

What if I have a question? (Good question)

Please ask us! We all know what it's like to start at a new workplace, and we want to make it as easy as possible for you. There is no such thing as a stupid question (well, ok, maybe very occasionally there is.....).



What happens at my three month review?

After three months, in addition to your line manager one-to-ones, you will meet with your line manager to complete a 3 month review. This is to see how you're settling into your role and your team, if you understand your systems and if you've met everyone you need to. Hopefully you will find this meeting really helpful and it's a great opportunity to ask questions and receive recognition. It's also a good time to flag if you're struggling in your role and for your line manager to let you know if they have any concerns. They will then be able to support you so you're in a better position to pass your probation period.

What can I expect from my first six months?

The first six months of a new job can be both exciting and daunting, and we're here to support you along the way. All of our roles have a six-month probation period which is to establish whether the Centre and you are the right fit for each other. During this time you will meet regularly with your line manager to talk about your progress. Please be honest if you are struggling with anything and raise any concerns early so we can address them before they get worse.

If you aren't comfortable speaking to your line manager about something, then the People Team can always lend an ear.

We love to celebrate success and can also support you if we need to, sometimes involving other people like your Head of Programme to help you.

And the final Probation Review Meeting?

Congratulations, you've made it to the six-month point! You and your line manager will meet to celebrate all you've achieved in your first six months, and think about your objectives for the next six months and how we can support you to achieve them...

Will I have an annual review?

Once a year from July to September we run a Performance Development Review (PDR) process which involves at least one meeting between you and your line manager. You have time and space to receive feedback and talk about your personal development and how your role supports the Centre strategy. For this process there is a PDR form which clarifies your objectives for the next twelve months. It also summarises the discussions and actions you have agreed with your manager for your continuing professional development.

By now, you know where to go for more information...yep you got it, the SharePoint. We also hold PDR training each year which is for both line managers and reportees.

As we previously mentioned we are rather fond of feedback. We all like to know how we're doing and feedback plays a vital role in our approach to supporting performance at WCMC. This forms a large part of the PDR process, but if you are unsure how to do this then check out our tips and guidance in the PDR Guidance Notes and the Guidelines for Giving and Receiving Feedback, on SharePoint.

What do I need to know about salary progression?

We aim to reward people competitively within our sector and to support the development and motivation of employees through a fair and transparent process. Please refer to our reward and progression policy on SharePoint for specific details.

We have an annual salary review whereby the People Team carry out internal and external benchmark checks. This is to make sure we pay fairly as an organisation and to ensure comparable rates for similar jobs across the Centre. An annual cost of living increase is recommended to the remuneration committee and is approved as part of the budgeting process. It is then paid to staff (with more than six months' service) from the start of the calendar year. Additional salary increases within the salary band may also be applied, taking into account the benchmarking data and an internal comparison, considering any increase in expertise or contribution.

Proposals for salary increases outside of the annual pay review process will only be considered in exceptional circumstances as required. If you want to know more about the benchmarking data or how the process works, please just come and see us or check out the 'Reward and Progression Policy and Procedure'.

We encourage everyone at the Centre to continually develop and we aim to provide equal opportunities to progress your career, whether that's in a technical capacity or in a broader role.

How will I develop?

We appreciate there are number of ways to develop professionally and it's not just training courses which will help you learn new skills or expose you to new ideas. We have a strong coaching culture and with so many amazing people to learn from in the Centre, skill-sharing is positively encouraged. Working in conservation on diverse projects with different people and partners provides an inspiring career where you can keep on learning. But to give you time outside of your work commitments on your development, every employee is also allocated five days a year towards Continuing Professional Development (this is prorated for part-timers). This time can be spent on things like training courses, shadowing, attending conferences and seminars as well as spending time learning a new technical skill.

What training can I attend

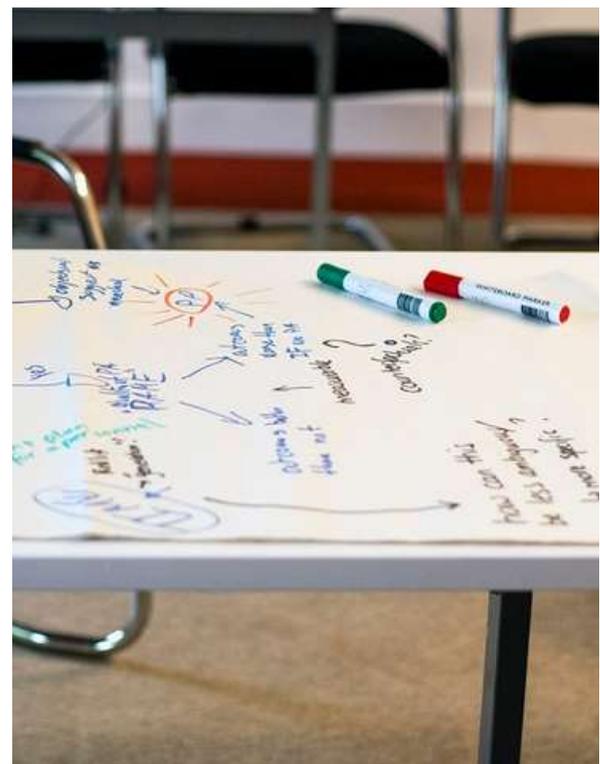
Every year, the People Team pull together training needs from the PDRs to make our training schedule. We weigh up what skills we need more of in the Centre and then find training that can meet these needs. Training courses can vary from management development, report writing and Geographic Information System (GIS), to fundraising and assertiveness courses.

Get thinking about what training would benefit your career development! Also if you have a skill that you can share, then please let us know.

If you'd like to attend training that isn't hosted by the Centre, you will need to submit a Training Request Form to the People Team which can be found on SharePoint.

Informal learning

Communities of practice, technical skills workshops and other hubs and voluntary groups exist to share knowledge. We currently have a GIS hub, R programming group and a Social Science hub to name a few.



ABOUT THE CENTRE

What does my place of work provide? Huntingdon Road, Cambridge



Facilities Team

In order to keep things running smoothly at the Centre we have a wonderful Facilities Team based in Reception. They are on hand to help out with a whole host of things such as equipment, workstation assessments and health and safety matters. Please go and talk to them if you're stuck or need advice or support relating to the building or facilities (most likely the coffee machine is sulking again!).

Lunchtime talks

The conference rooms are regularly home to a variety of lunchtime talks and presentations from both internal and external people discussing all the exciting projects and work that is taking place. Look out for email invites, grab your lunch, take a seat and immerse yourself in the world of conservation work!

Afternoon tea (and cake)

By far the best part of the week! Every Wednesday at 3:00pm join the stampede of people rushing downstairs to grab a cup of tea and slice of locally sourced cake (vegan and gluten free options available) or fruit. Each week there's a different "host" programme who runs through Centre news, welcoming new starters, discussing recent meetings, outputs, trips and successes, as well as updates and news from our Leadership Team and the committees. Enjoy!



David Attenborough Building, Cambridge city centre

As well as our much loved office on Huntingdon Road we also have an office facility in the centre of Cambridge. It is located at the David Attenborough Building (commonly referred to as the DAB), a Cambridge University building home to a number of the CCI organisations.

- The People Team will provide you with a University account and logins (in order to access the University network), as well as a DAB building access card during your first few weeks.
- As the office is small we have a rota system for each programme to work at the DAB. Please refer to the DAB rota on SharePoint or ask a member of your team to find out when it's your turn to go.
- You will need to take your laptop with you or borrow one from facilities as the DAB is a naked office (we mean IT stuff not clothes!) that does not house much equipment, though there are some keyboards, monitors and mice.
- Please use the common rooms to get your caffeine fix and mingle with other like-minded conservationists from a range of organisations. The DAB is a great place to network and attend interesting seminars and talks!

Inside the David Attenborough Building



... what you are doing here" - Sir David Attenborough



Cambridge Conservation Initiative

Beyond Cambridge...

We like to spread our wings beyond Cambridge and have employees working from various other countries such as the Netherlands, Canada and Thailand. We have also recently established permanent offices in both Europe (the Netherlands) and China to maximise our global impact and further strengthen international partnerships - watch this space!

Some of the local wildlife in the UN compound in Nairobi, Kenya:



Photo © UNEP-WCMC, Stephanie Foote

The techie part

Oh how we love our systems and databases! There are a few to get your head around here at WCMC:

ADP

Our HR and Payroll system. You will use this to update your personal details, book your annual leave and download your payslips. The People Team will provide you with logins and an ADP induction during your first few weeks.

Deltek

Our project management Enterprise Resource Planning system. You will use this to submit your weekly timesheets - an important exercise to show off how much work you've done and so we can charge your time to the right projects. This system can also be used for project planning and resource management purposes.

SharePoint

SharePoint is the place where we organise, share and access the organisations information, including policies, forms, templates and project information.

FROG IT

Not a system as such (or one of our rare species) but a fantastic team of IT wizards for all your tech needs! We outsource our IT services to a company called FROG IT and have FROG staff on site every Monday and Wednesday to provide hands-on support. They will give you an IT induction during your first week and provide you with all the contact details you need to reach them at any time with any IT-related questions and concerns.



What benefits does the Centre offer?

As one of the WCMC family we are happy to offer you the following benefits...

A generous non-contributory pension scheme with employer contributions made monthly at the amounts shown below:

Length of service	Centre Pension Contribution
0-3 months	0%
4-12 months	8%
12 months and over	12%

You have the option to make Employee contributions of any amount from the date of your employment. Please speak to a member of the People Team for further information and details of how to do this. In partnership with our pension provider Aviva, we also have an independent Financial Advisor who visits the Centre twice a year to provide free financial and pension related advice. Look out for emails from the People Team for dates and details on how to book an appointment.

There is a hire period of 12 months and then you have the opportunity to buy the bike at a reduced cost. We buy a bike of your choice and you pay us back over 12 months. The monthly deductions come from your salary at a fixed rate and because the payments are made from your gross salary you pay less income tax and National Insurance - bonus!

Cycle to work scheme

We are a member of Cyclescheme, a government-supported initiative that allows you to save up to 40% off the price of a brand new bicycle and kit.



Permanent health insurance

This benefit ensures that if you were taken ill for an extended period of six months or more, you would receive an income set at a high percentage of your salary. This benefit kicks in after one-year of service.

Life insurance

From commencement of employment you are entitled to life insurance cover, equal to a lump sum payment of four times your annual salary, paid to a nominated beneficiary.

Eyesight tests and money off glasses

This benefit allows you to claim £25 off an eyesight test. You can also claim £50 off glasses or contact lenses if your optician advises you need these for VDU (Computer screen) use.

Long service

We like to recognise 5, 10 and 25 years' service by way of a token of appreciation such as a small celebration and/ or gift.

Employee Assistance Programme*

A free and confidential life management and personal support telephone service for all life's up and downs. The phone line is provided by Health Assured and is available 24 hours a day, any day of the year to discuss anything from work pressure, marriage problems to moving house. Please call 0800 389 0285 or 0161 836 9498 from abroad, to chat to someone.

Bereavement service*

Through our Life Insurance provider, MetLife, we offer a free Bereavement and Probate Service. This service is available 365 days a year, 24/7 for you if you have recently lost someone, or had terminal illness impact your family. Please call 0800 917 0096 to get in touch with a professionally trained bereavement counsellor. They can offer you and your family up to six free face to face counselling sessions.

If you have any questions or would like further information on any of these benefits please speak to a member of the People Team who will be more than happy to help.

*These benefits aren't part of your terms and conditions, so may change.

Are my hours flexible and what if I need time off?

Flexible working

We are quite relaxed about actual working hours. The contribution people make, and time working on projects is more important than exactly when it is done. If you work full time you are contracted to work 37 hours per week, but we are happy for you to flex your start and finish times around the core hours of 10.30am to 3.30pm (as long as you complete your weekly hours of course).

Sickness

Everyone is unwell sometimes, so here's what to do when you are not well enough to work. Phone if at all possible to speak with your line manager, but if that's not possible then please email or text them as soon as you can to let them know. It's worth trying a few methods of communication to make sure they get the message. It's a good idea to find out their direct line or mobile number early on, as we don't usually leave work expecting not to be in the next day. The amount of sickness pay that you are entitled to is written in your contract.

Poorly children or dependents

If one of your dependents is ill you can of course take the time off you need to deal with the emergency and doctor's appointments.

Please inform your line manager as soon as you can. Once any emergencies are resolved, please discuss with your line manager if you need further time off. Ideally you can make alternative arrangements so you are able to work, which may involve working from home temporarily for a short period. It's likely to be tricky to commit to a full day's work from home with a poorly child too, so we can put it down as a half day and you take the other half day as leave or unpaid. But if you can't work at all and need to just take time off completely, we will ask you to take annual leave or unpaid parental leave to cover the absence.

Planned absences

Obviously some absences will be predictable and we have annual leave and sabbaticals, plus family friendly policies for maternity, paternity and shared parental leave. All our policies are on SharePoint - probably easiest to search to find the ones that you want - or just ask the People Team if you're not sure what to look for!

Compassionate leave

When life deals us with some more difficult times, please put you and your family first. We offer compassionate leave in appropriate circumstances as follows:

- Immediate family members (spouse, partner, parent, child, sibling) death, serious injury or suffering from an acute illness - up to five days paid leave.
- Close family members (including grandparents) - up to three days paid leave.

What policies and procedures does the Centre have?

We know that policies don't always make for the most exciting read. However, some policies are a must as they help us treat everyone consistently. There is a full list of policies on SharePoint, but, to whet your appetite, here are some of the most culturally important policies:

Equal opportunities

The main aim of the policy is to bring about both equality of treatment and opportunities for all employees of WCMC irrespective of race, creed, gender, income, disability or any other potentially discriminating factor.

Intellectual property

Intellectual property (IP) means copyright, data, documentation, images, confidential information, know-how, database rights, patents, trademarks, trade names, design rights and other intellectual property, whether registered or unregistered, and includes rights to apply for registration of IP anywhere in the world. All rights in IP conceived or created by WCMC employees is the property of WCMC or of the institution commissioning the work. IP may not be used, or published, without the prior written approval of the Centre. Staff may apply for user rights for IP and the Senior Management Team will consider granting this permission.

Conflict of Interest

Conflict of interest at work refers to when employees take part in an activity which brings them benefit which is at odds with their employer's. It's hard to write a full list of what this might be, so if you're not sure the first port of call would be to check with the People Team or a member of SMT. To give you an idea, a conflict of interest would be some kind of involvement with a competing organisation which brings you benefit but is contrary to the Centre.

Other examples include using the Centre's resources (e.g. information or technology) for personal gain or starting a business in your spare time that competes with the Centre in some way. It may even be a personal relationship or family connection which could influence decision making at work. Employees should have written permission from the SMT to take part in an activity which has the potential to be a conflict of interest. If you do find yourself already involved in a conflict of interest, it's best to remove yourself from the situation, or if you wish to continue, seek the written permission of the SMT.

Recruitment

You'll be pleased to hear we're committed to ensuring that the recruitment and selection of employees is conducted in a manner that is systematic, efficient, effective, fair and equitable. WCMC is an equal opportunities employer and people are appointed to new roles based on the skills and capabilities of the applicants only. Vacancies are advertised internally before or at the same time as being advertised externally, as we encourage internal promotion.

Flexible working

A healthy work life balance can be tricky to achieve with all kinds of factors to consider. After 26 weeks of employment you have the legal right to request flexible working and this policy and procedure will give you the lowdown of the options you can request.

Guidance for raising concerns and the whistle blowing policy

We place a high value on our culture, which enables us all to safely raise concerns before something escalates, without fear of retaliation, harassment or victimisation. The guidance for raising concerns explains the informal channels of communication (so we can take steps to mitigate any wrong doing before it happens) but you'll also find the whistle blowing policy which relates to dealing with concerns relating to public interest.

Others are a legal requirement, such as data protection. We ask everyone to complete the online data protection course and sign the anti-bribery policy when they first join. As we partner with the UN Environment, you also need to be aware of the Standard Operating Procedures, which can also be found on SharePoint

What committees are there?

Staff Liason Committee (SLC)



The SLC is the voice of all staff, a representative body at the Centre. The purpose of the SLC is to promote a spirit of inclusiveness and give everyone the opportunity to influence how the Centre is run. SLC work closely with staff and the People Team to help improve our workplace.

Social Committee



We also have a Social Committee which arranges the Friday pub socials as well as lots of other fun events such as the Easter egg hunt, family summer BBQs, and the famous staff Christmas party.

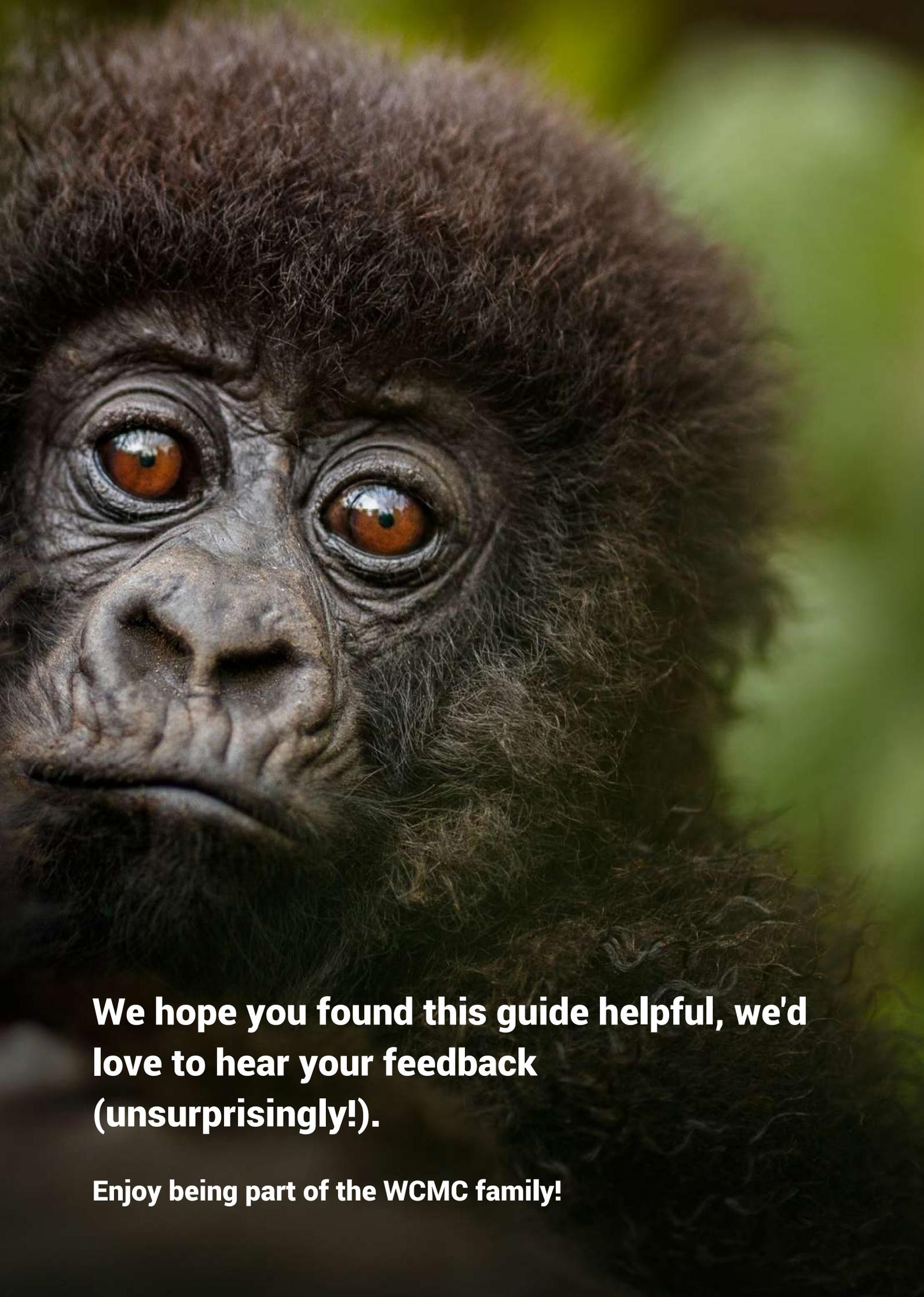
Environment Committee



You may also not be too surprised to hear that we have an Environment Committee to make sure we are environmentally responsible - let's practise what we preach!

The summer staff BBQ in 2019





We hope you found this guide helpful, we'd love to hear your feedback (unsurprisingly!).

Enjoy being part of the WCMC family!