

Onboarding Sponsor's Roles and Responsibilities

The hiring manager should share and review this list with the selected onboarding sponsor so they are familiar with the role before the new employee's start date.

Role of the Onboarding Sponsor

The onboarding sponsor/new employee relationship will be successful if the onboarding sponsor has been selected in advance and has a clear understanding of the role and responsibilities. The role of the onboarding sponsor is to establish a sense of belonging for the new employee. An onboarding sponsor is not necessarily a manager or supervisor. An onboarding sponsor will not be held responsible for the new employee's performance, nor asked to evaluate the new employee in any way. Any performance issues, concerns, or questions should be directed to the hiring supervisor by the onboarding sponsor.

Onboarding Sponsor Responsibilities

- Be an information source for the new employee on policies, procedures, work rules, norms, etc.
- Help the employee learn the way we do things (unwritten rules).
- Identify departmental resources (e.g., supplies, copiers and printers, mailroom, IT help, business services, etc.).
- Provide your contact information so the employee can reach out to you with any questions.
- Assist the employee on assignment clarification.
- Training support: If appropriate (and agreed to by the supervisor), assist in training the new employee.
- Help, temporarily, to sort priorities for the new employee.
- Provide introductions to important stakeholders.
- Offer feedback and encouragement to the new employee.
- Include in social activities (e.g., breaks, lunch, afternoon walks, etc.).
- Be a tour guide (e.g., location of restrooms, ATM, break room, dining options, etc.).
- Set up regular meetings to continue discussions.
- Introduce the employee to administrative support staff and explain their roles and procedures (e.g., ordering, supplies, requesting repair services, arranging travel, etc.), as appropriate.

Tips for Onboarding Sponsor

- Don't worry about being perceived as the "expert." Your experience is important to the new employee. At the same time, you don't have to have all the answers.
- Be patient and positive. It takes time to develop a relationship. Don't try to cover everything right away. Allow enough time for the new employee to learn and grow.
- Don't try to force a relationship.
- Look for a preferred style of communication. Realize and respect that the new employee may have a different style from your own. Let the employee develop in their own way.
- Remember that listening may be more important than giving advice in some instances.
- In the event that the new employee experiences setbacks, don't take it personally. You can't always ensure success, but you can help that person begin again and see a failed experience as valuable by helping them identify where it went wrong. This helps prevent failure from happening a second time.
- If you are experiencing any concerns with the new employee, be sure to discuss with his or her manager.