

Unicorn's Review and Membership Decision System

Note: No review system is universally loved (even no system). Unicorn constantly reviews (!) its review system. We use an online survey for anonymous, easier to compile reviews.

Probationary Member Reviews

Two months into the seven-month probationary period, those who've trained or worked closely with probationers are invited to contribute to their review via a google form. The Personnel team compiles the feedback and meets with the probationer to discuss any concerns to address during the next few months. (See 2-month review form).

After five months, every co-operative member is invited to complete a google form to review the probationer. These results and comments are compiled and fed back by a member of Personnel. (see 5-month review form).

After seven months, the two-month and five-month reviews, plus any probationer projects, provide the primary evidence for the membership committee (see Personnel section). At any time during the probationary period, a member or team may approach Personnel with concerns to be raised with the probationer, so that they have a chance to address these before the membership committee decision.

In Unicorn's experience, seven months is usually sufficient time to determine whether someone possesses membership potential. However, if the membership committee believes it is beneficial for the probationer and Unicorn, it may extend the probationary period and reconvene to carry out another full member review and decide after ten months. Ideally no one works at Unicorn on a non-permanent contract for more than twelve months.

Membership committee

Following the seven-month probationary period, the membership committee reviews all available evidence in order to decide between three outcomes:

1. The offer of a permanent contract as a member at Unicorn Grocery
2. An extension of the probationary period (to ten months)
3. The expiration of the current contract if the employee has not reached member standard

Similar to the disciplinary and grievance committees, the membership committee is elected annually. (See Personnel policies appendix.) Confidentiality, fairness and objectivity provide the basic criteria for selection.

Previously, Unicorn agreed membership decisions at General Meetings, however in a large co-operative this practice risks contravening principles of data protection and confidentiality. In place of verbal discussion, members are given other opportunities to review the probationary member and input into the final decision of the membership committee.

Member Reviews

All members are expected to participate in an annual review process. As part of the process, members are invited to complete five self-assessment questions, and a group of their peers (those who work closest with them based on the rota) are invited to provide feedback. Reviews are a chance to commend good work, and a formal opportunity for members to talk about their current and future role in the business. We require all members to submit review forms. A member of Personnel compiles the reviews and meets with the individual to feedback results. A member of the Training team also attends the review in order to identify any training needs or desires.

2-Month Probationary Member Review Feedback Form

The feedback you provide will help for the probationer's 2 Month review. It is an important part of their development at Unicorn so please think carefully and give as much details as you are able to. However, if you feel that they are already at the expected level, it is fine to just select those options. Instant and on-the-task feedback that is provided by yourselves and teams is just as important, this does not replace that. Please speak to a member of personnel at any time if you feel that there are issues that urgently need resolving.

Select Task

(Deli, Fresh, Veg etc)

Please indicate whether you were delivering training or observing/working alongside

- Training
- Observing/working alongside

For the following categories, please indicate how you feel about the probationer's standard of work or approach to the work. (Based on less than 2 months employment - please leave blank if not applicable)

Speed of Work

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Attention to detail

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Works effectively

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Cooperation/teamwork/commitment

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Communication

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Following instructions and learning from mistakes

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Customer service

- Acceptable/Good
- Room for improvement (comment below if you have any suggestions to help improve)
- Not acceptable (you must give examples if you select this option)

Any other comments on the probationer's work in their first 2 months of employment?

5-Month Probationary Member Review Feedback Form

Has the person named above fulfilled the following Member Job description requirements to the standard necessary from a probationer two months from possible Membership - Yes or No?

Please comment on items and illustrate with specific examples where possible

COMMUNICATION

Actively contributes to meetings, group discussions, etc. Receives and heeds communications from other members. Communicates openly and honestly and is supportive and respectful to colleagues

- Yes
- No
- Don't know

Comments

Please provide examples. If ticked 'no', you must answer this section

CORE TASKS

Works effectively, works at a fast pace. Proven accuracy and attention to detail. Provides excellent customer service

- Yes
- No
- Don't know

Comments

Please provide examples. If ticked 'no', you must answer this section

COOPERATION/TEAM WORK

Seeks and accepts responsibility. switches quickly from one type of task to another. Abides by Unicorn's policies and principles. Possesses/demonstrates the skills to contribute effectively in teams

- Yes
- No
- Don't know

Comments

Please provide examples. If ticked 'no', you must answer this section

SELF- MANAGEMENT

Seeks/undertakes training and personal development and learns from mistakes. Time management skills, ability to follow rota breaks etc.

- Yes
- No
- Don't know

Comments

Please provide examples. If ticked 'no', you must answer this section

RESPONSIBILITIES

Has the person taken on the right amount of responsibilities at this stage

- Yes
- No
- Don't know

Comments

Please provide examples. If ticked 'no', you must answer this section

Annual Member Review Feedback Form

1. What has the reviewee done particularly well in recent months?
2. Any areas of development you think the reviewee could benefit from?

Please try to address both questions, or say if you don't work with them.

Annual Member Review Self-Assessment Form

1. What have you particularly enjoyed in the last few months?
2. What do you think you have done well the last couple of years?
3. What have you found tough or didn't enjoy?
4. Where do you see your role at Unicorn in the next year?
5. (Anything to add from the circle review if applicable?)