LLR Buddy Profile

What does an LLR Buddy do?

An LLR Buddy offers information, informal support, and kindness to a colleague to help them settle into a new role, a new team and/or to help them learn more about an unfamiliar workplace or organisation.

How they do it?

- Is a positive work role model and leads by example.
- Is a consistent source of support for a colleague and takes time to get to know them and understand their individual needs and preferences.
- Contacts the person they are buddying, either before their start or as soon as possible once they join, and makes them feel welcome (e.g., have a welcoming conversation over the phone before they start, meet them on the first day to walk in with them, arrange for a 'welcome to the team' card for their desk, check in with them at the end of their first day).
- Keeps an eye on the induction plan/timetable.
- Checks that other team members are aware that a new person will be joining or spending time with the team.
- Explains the role of the LLR Buddy and the help and support on offer.
- Takes the lead on showing the new person round, telling them where to make a drink/take a break and leave personal items and gives tours of the workplace/building.
- Helps create positive learning experiences by introducing colleagues, providing shadowing, or learning opportunities, sharing common policies, procedures and working practices, explaining how their role fits into the team, answering questions in a non-judgemental and empathetic way.
- Role models a kind, patient, and supportive approach.
- Meets the person being buddied regularly and gives on-going support as they learn and adapt to their role, team, and environment.

In addition to the above core responsibilities, some LLR Buddies may take on extra responsibilities as part of personal or professional development.

Example additional responsibilities

- Helping with or leading on planning for inductions and creating induction plans/timetables.
- Arranging and booking shadowing and learning opportunities with other team members, other teams, or colleagues.
- May pull together information (either printed out or as a computer folder /online links) to help with common queries. This could include things like a list of key contacts/contact numbers (include an explanation of who they are and what they do), a building or site map, their induction timetable, and any other information they need.

Essential qualities of an LLR Buddy

- Good understanding of the workplace
- Is positive, proactive, and motivated.
- Able to explain things in a clear way.
- Has good relationships with team members and other colleagues.
- Is kind, friendly, inclusive, and approachable.
- Understands that people have different needs and preferences.
- Can recognise when to escalate issues to appropriate colleagues.
- Is aware of the organisation's values and consistently demonstrates them.

Leicester, Leicestershire and Rutland
Health and Wellbeing Partnership