

PLYMOUTH ARENA

SHADOW VOUCHER POLICY

VERSION: 2.0

DATE: 06/11/2025

REFERENCE NUMBER: PA/IND14/2025/SVP

RESPONSIBLE PERSON: SLT

DATE FOR RENEWAL: NLT 5 YEARS

**ICONIC.
INDEPENDENT.
YOURS.**

SHADOW VOUCHER POLICY

PURPOSE

We believe that it is important for Plymouth Arena employees to understand the wider organisation, to learn new skills and to gain new competencies:

- **Learning about team members' responsibilities:** employees get valuable insights into how the team and the organisation work first-hand.
- **Cross training:** employees learn new skills and the organisation gains more flexibility.
- **Sharing knowledge and experience:** the individuals being shadowed have an opportunity to put their mentoring skills into practice, whilst taking time to reflect on their own job.
- **Enabling internal mobility:** employees can explore potential career paths within the organisation.
- **Networking:** provides the opportunity to network and build relationships with colleagues from across the organisation.

The Shadow voucher scheme aims to facilitate this, and this policy aims to ensure that the scheme is administered fairly and appropriately, for the benefit of both the employee and the wider organisation.

SCOPE

This policy applies to all employees who have worked for either organisation for three months or more; at which point they can submit a request to shadow.

Shadow Vouchers are used to undertake observation-based shadowing, that simply offers an insight into the task being performed. It's a great way to establish a 'day in the life of' a colleague or role, allowing employees to understand what a specific job consists of.

POLICY

The Shadow Voucher Policy is central to the way we operate and as such, the overall responsibility for its implementation rests with the Chief Executive and Senior Leadership Team.

The Chief Executive and Senior Leadership Team will, through the delivery and implementation of this policy and associated tools, ensure that all managers and supervisors receive appropriate instruction to support their understanding of The Shadow Voucher Policy and enable them to consistently apply the principles therein.

The Chief Executive and Senior Leadership Team will:

- Endorse and support the policy.
- Ensure all line managers and employees are made aware of the policy and their responsibilities within it.
- Review the policy and amend as necessary to reflect legislative or best practice changes.

KEY STAKEHOLDERS

The Shadow

The Shadow is the employee who is submitting the voucher and therefore observing the co-worker (The Shadowed).

The Shadowed

The Shadowed (or the job shadowing host) is the employee that has agreed to be observed. They are responsible for showing the employee different aspects of their job, key activities and learning opportunities.

The Line Managers

The Line Managers of both The Shadow and The Shadowed need to agree to the shadowing taking place. The receiving Line Manager needs to be supportive and takes responsibility for ensuring that learning occurs.

ELIGIBILITY

For reasons of confidentiality, it is not possible to shadow a member of the Senior Leadership Team. If an employee has an interest and would like to understand a little more about a particular role, or an element of a role, within the Senior Leadership Team, they should, instead, request a meeting where a verbal overview and insight can be given.

FREQUENCY

Salaried Employees

Salaried Employees are entitled, with full pay, to submit and utilise two half-day shadow vouchers in any 12-month period.

Casual Workers

Casual workers are entitled, with full pay, to submit and utilise one four-hour shadow voucher in any 12-month period.

AVAILABILITY OF THE POLICY

A copy of this policy is available to all current employees:

- As part their staff induction.
- On the Administration Drive.

PROCEDURE

To ensure consistency and success, when submitting a Show Voucher, all stakeholders must adhere to the following procedure:

1. **Discussion between Line Manager and shadow:** this is where the Line Manager and the employee discuss the possibilities of the requested shadow session and its reasons.
2. **Contact Line Manager and Shadowed:** the Shadow submits a completed Shadow Voucher to the Shadowed and both Line Managers. This Vouchers will include the high-level details of the request, including the reason and the length of time.
3. **The Shadowed and their Line Manger review the request:** the Voucher/request is reviewed by the Shadower and accepted, adjusted or rejected, with the approval of their Line Manager.
4. **Timelines are agreed:** all stakeholders then agree on a timeline for the shadowing opportunity. This may vary depending on Client restrictions or Shadower workload and commitments.
5. **A plan of action is agreed:** all parties create a brief plan of action. This includes what type of tasks the shadow session will cover.
6. **Copy to personnel file:** a copy of the fully signed Shadow Vouchers must be placed in the Shadow's personnel file.
7. **Shadowing takes place:** the shadow should ask as many questions as possible, to fully understand their experience.
8. **Feedback:** it is important for the Shadow and their Line Manager to reflect on whether the process was a success or not.

ADDITIONAL INFORMATION

Organisation Chart: an up-to-date copy of the Organisation Chart can be found on the Administration Drive: I:\global policies & procedures\2. NEW POLICIES\1.) INDUCTION

Shadow Voucher Template: attached.

PLYMOUTH ARENA

HALF DAY (4 HOUR) SHADOW VOUCHER

Employee Name (The Shadow):		Signature of The Shadow:	
Employee Department:		Signature of Line Manager:	
The employee I would like to shadow (The Shadowed):		Signature of The Shadowed:	
The Department/role I would like to shadow:		Signature of Line Manager:	
The date I would like the shadow session to take place:		The agreed date and time of the shadow session:	
The reason for my request/what I would like to understand/achieve:			

All stakeholders (as signed above) agree to this Shadow Session and its terms and conditions set out in this policy.

Once completed, a copy of this voucher must be placed on The Shadow's personnel file.