

Foreword by Alastair Clayton, Managing Director of Seaglaze.

Firstly may I congratulate you on getting to this initial round of interviews – in reading this you have most likely already been shortlisted.

At Seaglaze, we very much believe that these interviews are a two way street – not only are we interested in finding the right person for the job, but equally it is important that you decide if Seaglaze is the right place for you.

We also understand that interviews can be both mentally demanding and challenging, so to try and minimise this, please find below some helpful information about the company, your interviewers and some key points about our employment rules.

Throughout this process, if you don't understand then please ask – at Seaglaze we passionately believe there is no such thing as a "stupid question". Equally, this interview process is designed to help us make an informed decision, so please be as full and open as possible with your answers. Finally, the information below is not just for your interest – it forms a base point for the interviews, so please take time to digest it, and be prepared to discuss some points contained herein.

About Seaglaze

From our website:

Seaglaze was founded in 1970 and now occupies a modern, custom-built 10,000 sq ft factory on the outskirts of Norwich in the heart of the Norfolk Broads. With around 35 full time staff dedicated to the manufacture of high quality yet affordable products, Seaglaze has built up a regular client list of prestige boat builders throughout the UK and abroad.

Seaglaze specialises in the design and manufacture of repeat boat windows, doors and hatch sets to the boat building industry. However, we are also very proud of our ability to work with anyone ranging from a private customer needing a one-off window to modern commercial vessels needing a full window, door and hatch package. With our extensive range of custom aluminum extrusions coupled with the experience gained from 40 years in the industry, there is virtually nothing that Seaglaze cannot design and manufacture to a high standard and in a timely fashion.

At Seaglaze, we have invested a great deal in making sure our design and production staff are operating with the most modern equipment possible, be it from our ability to offer designs using the latest 3D technology or our custom built IT system from which the whole company is run.

That's an overview, but as a prospective employee, you need to know more: What motivates us?, what are we looking for? And who are we? – this section covers these points:

We are a family run business, of a small but growing size, which employ passionate, skilled people in every area. Within the market place, we are known for our quality and surpassing our customers' needs – this is a niche position, and whilst it protects us (to a degree) from

foreign competition, it means that no two days are the same and every penny has to be earned with sweat and commitment.

Most importantly, we are a team, as the saying goes we are only as strong as our weakest link, so regardless of where your position may be – you will be challenged on a daily basis. If you are applying for a job on the Shop Floor, then additional key skills we are looking for include attention to detail and reliability, if you are applying for an office based job, then communication and multitasking are some of the most significant.

Equally, we have learnt that there are certain characteristics that won't fit in here; people who aren't dependable, who struggle to control their temper, think they already know everything or are "Jobs-worth" won't survive the Probationary Period; if having read these points, you feel that some are applicable to yourself, please let us know that you wish to terminate the interview process – this company is not for everyone and there is no shame accepting that.

Every member of staff is trusted and treated as both an adult and professional – we operate a very open policy here – very little information is "restricted" (except for personnel details etc). However, with that comes personal responsibility – this company is not and will never be a "monkey see, monkey do" operation – everyone is expected to think and to help those around them. As a company we will constantly "Go the extra mile" not just for our customers, but also our suppliers and most importantly other members of staff – but as a company we can only do that through individuals – that means that you are expected to contribute to that common goal on a continual basis.

We operate a performance based employment system – in broad terms, we are all assessed on 3 key factors: Quality, Productivity, Attitude and senior members of staff also on Proactivity.

So, that's us – we are individuals who chose to work as a team for common benefit. We are passionate, professional people, who, regardless of where we work within Seaglaze contribute in our own unique way, taking pride in our Products and our role in producing them.

About your Interviewers

- Alastair has been the Managing Director of Seaglaze for the past 5 years and is a part owner of the company. Whilst he has been involved part time with Seaglaze since he was 16, he elected to serve with the Army for 8 years as an engineer before joining the team full time. Additionally, our bespoke IT system has been developed from the ground up by Alastair. Alastair's interviews are wide ranging, and will normally be conducted after an initial interview with another member of senior staff.
- Sylvia is one our Managers, and has recently moved to a part time role. She has been with Seaglaze for 12 years and is responsible for both our Finance and HR functions. Sylvia's interviews tend to focus on the HR, motivators and outside interests of candidates.
- Dale is our Foreman. He has been with Seaglaze for over 20 years, starting off as a junior and is now the most senior member of the Shop Floor and part of our Management team. Dale is responsible for all aspects of the Shop Floor, including

Production, Quality and HR. His interviews tend to focus on hand skills for Shop Floor candidates and technical knowledge retention for all candidates.

- George is our Sales Manager and has been with Seaglaze for a total of 5 years. He gained his Yacht Masters qualification before he was 20 and worked as sales man in various marine related companies before joining Seaglaze. George will tend to focus on communication and inference skills.
- Jason is our Stores and Purchasing Supervisor. Jason has been with us for 6 years now having started part time working on our brochures before joining us full time. He has been responsible for stream-lining both our Inventory and Purchasing functions. As he is used to “beating-up” our Suppliers, Jason will tend to concentrate on Procedures and Systems.
- Whilst Helen is not officially part of the Management Team, her importance in maintaining the orderly conduct of the factory is not to be underestimated. As PA to Alastair, her job role is both varied and very demanding. Helen acts as the primary “go to” person for admin support and training. Helen’s interviews tend to concentrate on IT competence and proficiency.

Key Employment Information – General

Please find below some key information about your potential employment at Seaglaze.

Please make sure that you understand and agree with these points, as there are no exceptions and no alterations. As you move through the recruitment process, so we will give you further information, culminating, if you are successful in your application, in a complete Contract of Employment pack.

- Every member of staff is employed through a Contract of Employment. Everyone is on the same Contract with only minor differences between Shop Floor and Office reflecting differences in method of pay and hours, and specific clauses for those on Probation.
- Every employee is paid electronically, so we will require you to have current bank account.
- Your exact holiday allowance will be discussed; in your first year you will receive the remaining fraction of the year, limited by the number of days you work. Each year your holiday entitlement will increase up to a maximum of 25 days (excluding bank holidays).
- Every member of staff receives a cooperation bonus. This is not guaranteed, but will only be withheld if you do something that requires disciplinary action (normally for repeated, low level issues).
- Seaglaze is absolutely dependent on our computer system; therefore any tampering or personal use of IT (e.g. viewing private emails or surfing) is treated as Gross

Misconduct. Please be aware that we have lost a number of probationers due to “mis-understandings” over their use of the internet.

- The use of mobile phones is not normally permitted whilst working. However, we are cognisant that they are routine parts of a lot of people’s lives, so in specific situations, where your manager agrees, you may keep it on to receive a particular phone call.
- In the event that you are unable to work, you are required to contact the factory each morning, if you are unable to, then a member of your family may phone instead. We don’t accept text messages or “relaying” messages through other members of staff.
- As a tool to improve its HR policy and man-management, Seaglaze uses Psychometric assessment to help identify individuals’ motivators and strengths. Depending on the job role you are applying for, we may look to utilise these tools.
- Seaglaze will provide the tools and training required for all tasks you might be required to perform. You are expected to dress accordingly, get yourself to and from work, and provide your own food.
- Seaglaze prides itself on being a “reasonable” employer, requires all employees to behave in a reasonable manner.
- Seaglaze has a zero tolerance for all types of discrimination and deceit, if any member of staff is found to have discriminated or harassed (either mentally or physically) or lied to the company then it will most likely be treated as Gross Misconduct.

Key Information – Shop Floor

- Each member of the shop floor is paid the hours that they work, a week in arrears for the hours that they work. You will work a minimum of 39 hours Basic per week. We encourage indeed expect all members of the Shop Floor to routinely work Overtime, which we pay at time and a half. Seaglaze has the option to require 6 hours overtime per week, however, Overtime is a not a right.
- The Shop floor opens at 07:00 and closes at 17:30, by default we do not work Saturdays or Bank Holidays. On Fridays, there is an option of leaving early at 15:30.
- Lunch is at 13:00 for ½ hour and is unpaid, you receive 2 x 15 min breaks at 10:00 and 15:00 that are paid.

- Whilst you have a default role on the Shop Floor, every member is expected to turn their hand at any task (providing proper training has been conducted) in order to help Production.

Key Information – Office

- As a member of the Office staff, you will be paid a fixed monthly salary, at the end of each calendar month.
- The Office is open from 08:00 to 17:30, however different members of the team routinely work beyond these.
- Sporadic absences \ personal appointments do not normally result in reduction of monthly salary, however in return, office staff are expected to manage their hours, helping to provide additional cover during others absences.

The Interviewing Process

It is important to stress that whilst we accept that the job application process can be demanding and stressful, we require full disclosure of all pertinent information. If any applicant is found to have misled or withheld information that we, as potential employers, should have been made privy to then we reserve the right to withdraw our offer of employment or treat the situation as Gross Misconduct. We treat all information with the upmost sensitivity.

- We conduct our Job Application process in a number of separate stages:
 - Initial CV perusal \ telephone interview & questionnaire completion. NB. You may have already completed the questionnaire.
 - Short listed candidates invited for 1st round of interviews. (Including initial hand skill tests for Shop Floor and IT tests for Office staff).
 - Final candidates invited back for more extensive interviews and possible psychometric testing.
- All Shortlisted and Final candidates will be notified on their success or otherwise.
- Our normal means of communication is via email.
- Unless requested to the contrary, we hold all applicant details for 12 months, and may seek to contact you in the future for other potentially suitable vacancies at Seaglaze.

Your initial 6 months on working with us

The successful candidate will be invited to join Seaglaze on an initial 6 month Probationary Contract, for the sake of clarity, this should be treated as a fixed term contract.

Your aim and our aim is to get you up to the required standard in those 6 months so that you will then be offered a Permanent Contract at Seaglaze. In some circumstances, where an individual is has integrated into their job and Seaglaze with exceptional pace and ease, then we may look to offer the Permanent Contract early.

In the event you demonstrate a good attitude, but don't quite make the requirement progress, we may elect to either extend the probationary period by up to 3 additional months, or end your contract early.

Within the first 72 hours, you will complete a basic induction package that covers the important H&S, House Rules etc.

In order to help you transition into our company, you will be assigned a Mentor, who will initially work closely with you, easing off as time goes by. Additionally, your Mentor is there to introduce you to the rest of the team, and answer any questions you might have.

Your Mentor will conduct a formal review every month during your probation in order to review your progress towards a permanent contract. It is important to understand that these reviews are not designed to be comfortable – their sole purpose is to help you understand where you (and we in supporting you) need to concentrate on improving your performance.

In order to help you understand the process, you will be given a copy of the guidance notes for candidates when you arrive.

As you start your Probationary Period, there is a lot more support and help than normal. We know you are going to make innocent mistakes, and will help and support you through this – under three conditions: 1: That you aren't dangerous or stupid, 2: That you learn from it and don't repeat it and 3: That you constantly apply yourself in order to achieve the required grade and listen to the advice offered.

It is the failure to follow the 3rd point that results in the majority of probationary failures.

Conclusion

Hopefully the information above has been of interest and we would encourage you to seek clarification on any points that aren't clear. Remember what you read in the first paragraphs – just as we want to get to know you, so you must understand who we are and what we want. We wish you the best of luck in the process, and look forward to meeting you in person soon.