



St David Recruitment Services – A Guide to Temping

Welcome to St David Recruitment Services. We hope that you find working for us an enjoyable and rewarding experience. We have compiled some of our most frequently asked questions below with regard to temping. If you need any further information please do not hesitate to contact us.

Q. Who am I employed by?

A. You are contracted by St David Recruitment Services Ltd as a Temporary Worker. When working on assignments you are expected to adhere to the Clients' procedures and policies. This can be related to issues such as dress code, confidentiality policies, health and safety, meal/work breaks, timekeeping. Please make yourself aware of the health and safety procedures when you arrive at each separate placement.

Q. What do I need to do with my timesheet?

A. St David Recruitment Services will send you a timesheet to be completed for each assignment or each week (as applicable). A timesheet is a record of your hours worked and must be completed and signed by your line manager in order for us to process your pay. Timesheets must be faxed through to us by 9.30am every Monday. In the event of your timesheet being received late you will miss the payroll run, resulting in your pay being processed a week late. If you have forgotten your timesheet you can download a blank version from the candidate resources section of our website (www.stdavid-recruitment.com). Our fax number is 02920 798010.

Q. How do I get paid?

A. As a temporary, you are paid an hourly rate based on your skills and experience used within your current assignment. You are paid weekly in arrears into either your Bank or Building Society account every Friday (with the exception of Bank or Public Holidays).

Q. What about Tax and National Insurance?

A. By law, St David Recruitment Services deducts tax and national insurance from your weekly pay through PAYE. However, for us to be able to administer the correct tax coding, you need to send us your P45 (from your previous employer). If you are not in possession of a P45 we will provide you with a P46 which needs to be completed and returned to us before we process your first payroll. If you are a student we will provide you with a P38 which needs to be completed and returned to us. Please note that if we do not receive the above information in time you will be taxed at Basic Rate (Emergency Tax).

Q. What do I do if I need to take time off for holidays or appointments?

A. You are entitled to 28 days Holiday Pay a year (including Bank Holidays). Your holiday entitlement is accrued with time worked and is proportional to your average basic salary over the course of your current assignment. If you wish to take time off from your assignment and use holiday pay, please inform us in the first instance. We can then check your holiday entitlement and pay you accordingly. The holiday year will run from the first Monday in October and ends on the last Friday before the first Monday of the following year as detailed in your Temporary Workers Agreement.

Q. What if I am ill and can't make an assignment?

A. In the event that you are unable to make an assignment you need to contact St David Recruitment Services by 9.00am. This gives us time to contact the Client and arrange alternative cover that they may need during your absence. Similarly, if you are going to be late arriving for an assignment, please let us know so we can inform the client.

Q. What do I do if I am not happy in an assignment?

A. Our policy is to get it right every time, however from time to time problems do arise. The nature of temporary work means that you have to adapt and settle into placements very quickly. Being a new starter in a company in any capacity always takes a little getting used to and familiarisation with your new surroundings and colleagues. Our concern is to ensure that both our Clients and Temporaries are happy. If you find that an assignment is not suitable or you would like to discuss issues regarding your assignment, please contact us. We will endeavour to resolve any problems and liaise with the Client. Please remember, when working on assignments you are representing St David Recruitment Services.

Q. Ideally I am looking for permanent work.

A. Even though you are temping for us, we will continue to look for permanent placements for you.

Q. How much notice do I have to give if I would like to finish an assignment?

A. We would ask that you give us a weeks' notice in order for us to inform the Client and find a suitable replacement. Whilst you are not obliged to give us any notice as a temporary candidate we would appreciate if you could give us at least a couple of days out of courtesy so that we can find a suitable replacement for the Client.

Please note the Working Time Regulations 1998 state that the temporary worker should not work more than 48 hours per week, unless s/he agrees in writing that this should not apply. If you are temping and chose to work in excess of 48 hours per week, you MUST have signed an 'opt-out agreement' prior to working the additional hours.

Useful information:

St David Recruitment Services
790 Newport Road
Cardiff CF3 4FH
Tel: 02920 797920
Fax: 02920 798010
Email: info@stdavid-recruitment.co.uk

Contacts:

Sally Hall and Liz Lewis	Directors
Julie Taylor	Permanent Recruitment Consultant
Katie Jones	Temporary Recruitment Consultant
Lisa Penny	Recruitment Administrator
Rob Ford	Accountant

Office hours:

Monday to Friday, 8.45am to 5.30pm (answer-phone service available out of hours).