



Getting the most from your temp

We've put this guide together to help you get as much value from your temps as possible. If you have any other questions, please do let us know.

Be as specific as possible when you give us your brief

Our consultants always ask for as much detail as possible to make sure we send you the best candidates for the role. Even 'general admin' can mean anything from answering calls and filing to project administration, diary management and audio typing. In particular, we want to know as much as possible about the level of experience you're looking for, the tasks the role involves, and any software packages the temp will be using.

Go for the right level of temp for the position

It's important to make sure your temporary workers have the right level of experience. Here's our guide to a few of the different categories of work you might be looking to cover:

- Basic clerical: no computer work involved. Envelope stuffing, photocopying, filing.
- Senior clerical: As above, but requires more experience / skills (e.g. post room, complicated filing, collation)
- Data entry: entering simple information into a database
- Switchboard / reception: including meeting and greeting and post responsibility
- Basic administration: good computer proficiency, 30-40 wpm typing, data entry
- Secretary / administrator: high MS Office proficiency, 50+ wpm typing, can work confidently in an office with minimum supervision. Able to take on small projects and deal with telephone enquiries
- PA / Senior administrator: strong MS Office skills, can work to own initiative, may include audio typing, diary management and committee secretary skills.
- Executive Assistant: as PA, but with more experience at Director/CEO level and ability to supervise others.

Be realistic about how long you need someone

It can be difficult to know exactly how long you need someone to cover a temporary vacancy. However, if you think that you will need someone for a few months, do let us know. We can then fill the position with a candidate who is available for long-term work.

We want to get to know you!

Temps can really benefit from knowing as much as possible about an organisation before beginning a placement. So we can fully inform temporary workers about the nature of your organisation and work, we aim to visit your office and find out more about the culture of the organisation, office environment, team dynamics, management styles, opening hours, dress code and any necessary break arrangements. We will then be able to inform the temporary worker before they start work with you, making them feel more at ease and the information will help us to match you with the best candidate fit for your organisation.

Fixed or flexible hours?

If you offer flexible hours, make sure that you provide guidelines - the term flexible can be very misleading. Does the temp need to work a minimum or maximum number of hours each week? Are there "core" hours when the temp needs to be in the office? Do you expect them to do the same hours in the office each day?

Set the ground rules

All our temps are briefed on the basic ground rules of temping with us. This includes a smart casual dress code, and no personal use of the internet / mobile phones. You may also have specific office needs – remember to let candidates know what you expect of them. For example, if you start at 9am, do you expect staff to arrive at 8.45am and have plenty of time to get organised, or can staff arrive at 9am exactly? To avoid misunderstandings, please ensure the candidates are fully briefed on your expectations regarding timekeeping, behaviour and presentation.

Deal with any problems as they arise and communicate with us

If you have any concerns whatsoever regarding your temps' work or general practice, please bring it up with either the temp or ourselves immediately. We are here to offer support to both parties, and will help wherever possible.

Remember that signing a timesheet authorises payment

If you are in any doubt about the hours of work that your temp has done, do not sign the timesheet until you have spoken to one of our consultants. This can delay payment to the temp – as soon as you sign the timesheet you authorise payment for that temp who will be paid the number of hours noted.

Once a placement is over - don't forget to give us feedback

Unless a temp has worked in our office, we do not get to work directly with them, so it is really important to hear your feedback – both positive and negative. We may also be able to talk to a candidate about potential problem areas and help them to understand and rectify it before they are placed

elsewhere; alternatively, your feedback may help us to move a temp up to the next pay grade. Feedback also gives us more in-depth knowledge of your work environment and the type of personality / background and experience that works best for your office.