



# \*guidelines for temporary workers

Office & Professional  
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# \*welcome to Prospectus

Thank you for choosing to register with us. We will do everything we can to ensure you benefit from your temporary experience with Prospectus and enjoy working within the not-for-profit sector.

This guide aims to provide you with all the information you need to get the most out of temping with Prospectus, including information about the organisations we work with, payroll and timesheet procedures, and advice about temporary working. We highly value our temporary staff and encourage you to stay connected and let us know how you are getting on. If you have any questions, or require further information at any point, then please do get in touch.

## The organisations we work with

With an outstanding track record of providing talented temporary, permanent and contract staff since 1956, we have well over 1,500 clients every year. This includes national, local and global charities, social enterprises, universities, health agencies, arts bodies, membership organisations and government departments. We also work collaboratively with our clients, using our position and expertise to help strengthen the sector and develop our own understanding to support job seekers and mission driven organisations better. Whilst working with Prospectus as a temporary worker, you could find yourself working within a huge range of specialist areas within the sector, or it is also possible that you could be placed within an area or organization that you had not considered before. Whatever the next step is for you, these are opportunities that provide expertise, experience and networks that will open the doors to your next role and a longer-term career.



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## Our temps

We want you to enjoy your experience of temping with Prospectus, and hope that it will help you achieve your long term goals (whether that's finding a permanent job or gaining experience in a new area or specialism). We also actively encourage all our temps to keep in contact with us throughout an assignment – it's important that we know how much you're enjoying your booking, or if there's any issues that we can help to resolve.

## Bookings and availability

We receive new temporary work bookings nearly every day. Once a booking has been processed, we refer to our list of registered temps to check who's available for work so it's crucial that you let us know when you can and can't work. Do make sure you are contacting us on a weekly basis to keep us updated on your availability. We may also text you details of a Job when a fast turnaround is required. At every stage, we'll keep you in the loop about what's available and when.

## Online Timesheets

At the end of each week you will need to submit your hours via the online timesheet portal. You will be given log in credentials once you are booked into an assignment. The link to the timesheet portal and information regarding payroll are also available on the Prospectus website. When submitting your hours please ensure that you deduct all breaks from the total, and do not count these as hours worked. You must take at least one 20 minute break if you work more than 4 hours in a day. Your timesheet hours will need to be approved by your line manager who will also have access to the online timesheet portal.

## Tax

You should also send us either your P45 or HMRC Starter Checklist during your first week at work, so that we can allocate you the correct tax code – if we do not receive these, you can still be payrolled but will be coded on a Basic Rate (BR) tax code. The latter will be provided in your Welcome Pack from Prospectus or can be obtained from HMRC's website. It can be scanned and emailed to the above address, however we do require the original parts 2 and 3 of your P45 and not a copy.

## Holiday pay

As per [HMRC guidelines](#) our system is set to calculate the holiday pay against the average rate of the last 52 week period. For Agency Workers, as per the guidelines, we look back at a worker's previous 52 paid weeks (known as the holiday pay reference period) to calculate what that worker should be paid for a week's leave.

- Whenever you wish to request holiday pay, you can do so through the InTime portal. This can be done weekly if preferred or can be saved up and used if you have any leave planned. *How to claim your holiday pay.*
- You cannot claim holiday pay until your first payslip has been processed, but from your second week you will be able to view and request your holiday hours from previous timesheets.

## Payment

Once your hours have been submitted and approved using the online timesheet portal by 1pm on Friday your wages will be paid into your bank within two working days (usually the following Tuesday). To do this we will need your bank details as soon as you start working for us – please do not provide them any earlier, however, as Data Protection means we cannot keep them on file until you are confirmed in a booking and will therefore have to confidentially destroy them. The document can be scanned and emailed to [finance@prospect-us.co.uk](mailto:finance@prospect-us.co.uk), which is the mailbox we ask our candidates to use for all Payroll/Finance related matters.

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## How to get the most out of your temping work

- Punctuality is very important to our clients, and we expect you to be on time every day. If you are running late or unable to attend work, it's essential that you let us know.
- Treat every temporary assignment as if it were a permanent job.
- Be cheerful, friendly and ready to work.
- Dress code – wear smart clothes on your first day and ensure you dress in line with the organisation's dress code thereafter.
- Show interest in the organisation's work – asking questions is always a good thing!
- Keep your mobile phone switched off or on 'silent' mode during working hours.
- Do not use the internet or email for personal purposes during working hours.
- Always ask permission in advance if you want to take time off work for an appointment or an interview. Let the client know any changes in your circumstances (for example, if you are offered a Permanent role elsewhere) So that they can contact us to book a replacement.
- If you have to leave a booking, make sure you give the client as long a notice period as possible.
- If you are looking for work, please, please call us at least Once a week to ensure we know you are still available.
- When you are offered a booking, take the time to think it over before accepting – is this the kind of work you want to do? Are there any practical challenges (e.g. travel)?
- We're always keen to hear from you – keep in touch throughout a booking, and let us know how you're getting on.



\*what you can expect from us

## Recruitment Division

Our consultants work across three desks – Charity, Fundraising and Higher Education. From the registration stage onwards, we'll work closely with you to find placements that fit with your skills, experience and interests, whether you're looking for full or part-time work, and whether you're available to work on a long- or short-term basis.

We take the time to understand your goals and personal interests, so we can match you to the right opportunities. We'll also provide you with ongoing support and advice throughout your placement – treating you as an individual, not a unit, and helping you to build the career you want. As part of this commitment, we promise to:

- Always consider you for bookings that match your skills, experience and career plan.
- Process your pay quickly and efficiently.
- Contact you regularly to make sure your booking is progressing well.
- Respond to queries promptly and efficiently.
- Keep you up to date with any changes at Prospectus or in the sector.

Meet our team at:



<https://www.prospect-us.co.uk/recruitment-team>

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### Useful resources

For more information and resources visit <https://www.prospect-us.co.uk/blog>

Thank you for choosing to register with Prospectus. We're looking forward to working with you.

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## Contact

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