



TIME RECRUITMENT SERVICES LTD

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# Temporary Candidates Handbook



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Follow us on Twitter @timerec33

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# An Introduction to Time Recruitment

*We hope you will enjoy your time temping with us.*

**O**ur mission is to is “To exceed our clients’ and candidates’ expectations time and time again”.

Time Recruitment Services Ltd is an independent recruitment company who specialise in the recruitment of both temporary and permanent office personnel.

Time take the art of recruitment, together with the importance of dealing with people’s hopes, aspirations and ambitions seriously. We spend substantial time with each candidate ascertaining what type of office position they are looking for, employment history, and skill base.

We meet with new Clients to learn about their company and to establish exactly what their main recruitment criteria is. Clients can then be assured that each candidate referred to their company have the skills, character fit, knowledge and ability to carry out their role to an excellent standard.

At Time we do our best to seamlessly make everyone, both client and candidate, feel as if they are our only priority.

This handbook will provide you with our expectations for your assignments, as well as professional guidance, Scottish employment information, as well as information about Edinburgh.

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# Working for Time

## Issuing Assignments

*Before you are assigned, we will have a meeting to establish some details about you and your ability to work.*

Temporary work can be both a rewarding and challenging way of earning a living as you are expected to perform at the same level as a permanent member of staff...instantly! These notes are intended as a guide to working with us and hopefully will cover most eventualities. Please read them BEFORE you go out on your first assignment through us and always call us if you need any extra information.

For Time to support you we need to know the following:

- when you are available for work
- any changes in circumstances ie change to address, bank account details, telephone numbers etc (must be done by email/in writing)
- time off required
- once started, how you are settling in
- if you are unwell, unable to attend an assignment or running late.

We are committed to supporting you and welcome your comments and feedback.

Caroline Burns and Mandy Passmore will be your main contacts and will contact you with details of forthcoming assignments, which will hopefully be of interest to you. If you agree to an assignment the booking will be confirmed in writing.

Mandy Passmore will be your main contact regarding Payroll, Working Time Directive and holiday updates.

Please only agree to an assignment if you are committed to it.

- If you are unexpectedly unable to attend an assignment, please contact us before 9.00 am to explain your situation and we will liaise with the client, though you may also wish to contact the client afterwards as well.
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We must be informed of any time off from temporary assignments, which includes appointments and interviews. Please check with the client that this is also convenient for them.

## On Assignment

*You've been placed at a fantastic assignment, now what do you do?*

We will tell you as much as possible about your booking. When we offer the assignment to you please check that we have given you the following details:

- full name and address of company
- your hours of work
- the type of business/service
- details of the location, directions, bus routes, landmarks, etc
- the name of the person you will report to
- the skills required and systems you will use
- the hourly pay rate
- expected length of booking
- dress code

Usually this information will be provided to you in an email that you should keep in your records should any changes be required later.

Please let Caroline know if you experience any difficulties with the assignment. Many of the problems that can arise when temping can be solved by a phone call from us to the company.

Our clients are always happy to help. Please don't hesitate to ask if you have any queries regarding standard documents, company layout or procedures.

## Timesheets

Several timesheets will be emailed to you at the beginning of each assignment and on a regular basis thereafter if appropriate. If, for some reason, they do

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not arrive, call Mandy at Time Recruitment – Tel: 0131 623 9299. Alternatively, you can download a timesheet from the candidate section within our website.

Please ensure your timesheet is checked and signed by the client at the end of each week and that a copy is with us on Friday evening by 5.00pm. Your pay will be paid into your bank account by the following Friday (ie the week after you have worked).

## Payroll

Our Administrators are responsible for the first stages of the temporary payroll and we use the services of a third party professional payroll firm to complete the full payroll cycle. The payroll and invoicing process is completed every Monday and Caroline will of course be happy to deal with any assignment enquiries during this time.

- Please remember to bring your timesheet to work every week.
- Please ensure that you fill in the correct week commencing date on the timesheet.
- Please do not photocopy a timesheet which was signed on a previous occasion by the client.
- Take time to total your working hours correctly to the nearest 15 minutes to the clients advantage and always remember to deduct breaks taken.
- Scan and email your timesheet to [mandypassmore@timerecruitment.co.uk](mailto:mandypassmore@timerecruitment.co.uk) by 5pm every Friday.
- The first week you work through us you will receive a password from our payroll company and this will allow you to open your payslip online a couple of days later.

Please Note: Although our rates are competitive the pay rate is determined by the skills used, the experience required and is often dictated by the client with our guidance.

## Linkedin, Facebook and Twitter

[www.linkedin.com](http://www.linkedin.com) is a business-oriented networking site that Time Recruitment uses as another tool to keep in touch with our candidates. Please feel free to connect with us – just not while you're on assignments!

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You can also join us on Twitter @timerec33  
Or on our Time Recruitment Services Ltd Facebook Page  
[www.facebook.com/timerecruitmentservices](http://www.facebook.com/timerecruitmentservices)

## How to Contact Us

Caroline Burns	carolineburns@timerecruitment.co.uk
Mandy Passmore	mandypassmore@timerecruitment.co.uk
Claire Livingstone	clairelivingstone@timerecruitment.co.uk
Administrator	administrator@timerecruitment.co.uk
Web Address	www.timerecruitment.co.uk
Telephone Number	0131 623 9299



# Professional Guidance

## New Assignments

*To help you settle in and get to know your colleagues better we suggest that you:*

- introduce yourself by name and not just 'the temp'
- ask where the kitchen and bathroom/toilet are if you are not shown.
- don't be afraid to ask for help with any of your assigned tasks, the client would prefer you to do the work correctly rather than quickly and incorrectly.

## Posture at work

*You may be doing yourself a long-term disservice if you are not taking care of your back while working.*

### **Is your back supported properly?**

Sit with your lower back against the back in the chair. This will help to support your lower back in its natural curve, which reduces the strain on your lower back discs.

### **Do you hunch forward?**

This increases the stress in your upper back and neck causing back pain and headaches.

### **Do your hips and shoulders face the same direction?**

Many people's computer screens are offset – this will cause problems. You should sit square to your screen.

### **Are your eyes level with the top of the screen?**

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Too high and it will strain your neck, too low and you will slump.

**Is your keyboard easy to use without reaching forward?**

Your arms should be relaxed with your elbows level with your waist and your forearms horizontal. This position keeps your shoulders and arms relaxed while you work.

**Is your chair underneath your table?**

When you can't bring your chair underneath, you will slump forward. Taking the armrests off your chair may help position it to give you much needed back support.

## Additional Training

*If you would like to brush up on some of your computer skills, you are welcome to come into our offices to receive some additional online training.*

We have training programmes for Microsoft Word, Excel, Access, PowerPoint, Outlook and the Internet. If this is something you would be interested in, please phone Time a few days in advance to organise a time to come in and use the training programmes with no charge to yourself.

If you would like to take your training even further, Pitman Training, located at 26 York Place, offers a variety of diploma courses and training on a number of IT packages. For more information contact Pitman at 0131 556 5650.

## Additional Notes

### *Appearance*

As a temporary employee through Time, appropriate business clothing is to be worn on all assignments unless otherwise specified.

*Using mobiles, personal emails and the internet at work*

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- Please switch off your mobile phone during working hours unless given specific permission by the client
- Please do not use personal email or internet during working hours without prior approval

### *Accidents or Incidents*

If you have an accident or incident in the workplace we would appreciate it if you would let us know immediately.

## **Legal Details**

### **Tax Details**

*Before submission of your first timesheet, we require your National Insurance number and your P45.*

You must also complete all relevant sections of our Employee Master Details form as a temporary measure to ensure that you are taxed correctly. Please ensure that you have outlined your full bank details correctly.

Inland Revenue  
H.M. Inspector of Taxes  
Centre 1  
East Kilbride  
Glasgow  
G79 1AA

Tel No: 0845 300 0627

Always quote your National Insurance number when contacting Centre 1.

Web address is [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

The following forms are to be completed if you are leaving the UK or are entering the UK for the first time:

- P85 – if you are a UK citizen and are leaving the UK
  - P85(s) – if you are not a UK citizen and are leaving the UK after completing a work assignment
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- P86 – if you have arrived in the UK for the first time or after a period of absence.

All of the above forms can be downloaded at the following web address [www.hmrc.gov.uk/cnr/r](http://www.hmrc.gov.uk/cnr/r) and [d.htm](http://www.hmrc.gov.uk/cnr/d) and must be returned directly to your local tax office.

## Changes in Tax Legislation

*Until now, we as your employer have been responsible for conveying any changes in your circumstances to HMRC*

Our Payroll Advisors informed us that from April 2013 HMRC (the Government's tax department) has changed the way they update their records. This means that tax codes are updated more quickly, rebates issued faster and HMRC will have a better understanding of how we all work.

This changed in April 2013 and YOU will need to contact them if any of the following should change:

- address
- name
- marital status
- additional employment – this means you need to ensure you fill out the Employee Master Details form in full, ticking the relevant section and mentioning any other reason which may influence your Tax and NI status

They need to know and so do we.

May we ask should your personal circumstances change, you inform us and contact HMRC.

HMRC Centre 1  
Stewartfield Way  
East Kilbride  
G79 1AA  
TEL: 0845 3000627

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## National Insurance Number

*You will require a National Insurance number to work in the UK.*

To obtain one of these you will need to do the following:

- call the Jobcentre Plus - they issue NI numbers and you will need to call in order to make an appointment on Tel: 0345 600 0643.

The times for phoning to make an appointment are Monday to Friday 8.00 am - 6.00 pm (recommend to call early am). Make sure you have your full address including postcode available when you make the call.

When attending your meeting to obtain your National Insurance number where appropriate you must bring the following with you:

- addresses of places you have lived in the UK (more than 30 days)
- passport (both if dual citizenship)
- letter or contract from Agency
- one or two payslips
- rental agreement
- drivers licence
- Medicare Card (Australian Healthcare system ID)
- birth certificate.

As of February 2009, EEA nationals or visa holders with the right to work in the UK are no longer required to provide evidence showing they are looking for work to get a National Insurance number.

## Disclosure Scotland

*It would be appreciated if you could apply for a Basic Disclosure and pass it to Time Recruitment so that we can make a copy of it for our records.*

The application costs £25 but once you have received your disclosure number it will allow you to work for a wider range of companies and lasts for one year.

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## Statutory Entitlement to Paid Leave and Benefits

*Under the Working Time Regulations 1998 (as amended) the Temporary Worker is entitled to annual leave. Currently this is in line with the statutory minimum annual leave.*

- Accrued annual leave may be claimed by the Temporary Worker when they are absent from work or at the end of an assignment.
- All entitlement must be taken during the course of the leave year in which it is accrued, none of which may be carried forward to the next year.

For the purposes of calculating annual leave under this clause, the leave year commences on the date you start your assignment.

## Environmental Awareness

*Time is an environmentally friendly conscious business and we always look at ways to manage the environmental impact of our activities.*

This includes evaluating our internal processes, maximizing recycling, minimizing our energy use and ensuring we select and manage our supplies effectively.

Temporary workers are encouraged to be aware of each client's Environmental Policy.

Things to consider:

- energy usage (PCs, printers, photocopiers)
  - recycling (paper, plastics, stationery, consumables).
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# About Edinburgh

## Everything you need to know about Edinburgh

*An Edinburgh A-Z is an essential purchase.*

Edinburgh and Scotland Information Centre, adjacent to Waverley Station, offers an accommodation service (Book-A-Bed-Ahead), plus other services.

3 Princes Street, Edinburgh, EH2 2QP  
Tel no: 0131 473 3868  
[www.visitscotland.com](http://www.visitscotland.com)

## Banks

There are several high street banks to choose from including:

HSBC	<a href="http://www.hsbc.co.uk">www.hsbc.co.uk</a>	0845 740 4404
Royal Bank of Scotland	<a href="http://www.rbs.co.uk">www.rbs.co.uk</a>	0345 724 2424
Bank of Scotland	<a href="http://www.bankofscotland.co.uk">www.bankofscotland.co.uk</a>	0345 721 3141
Santander	<a href="http://www.santander.co.uk">www.santander.co.uk</a>	0800 707 6692

## Getting Around

### *Buses*

Travel Line: 0871 200 22 33

Phone to get information on what buses to catch, routes, departure times, journey duration etc.

Lothian Buses: 0131 555 6363

Travelshops located on Waverley Bridge, Hanover Street and Clifton Terrace, Haymarket.

- Lothian Buses is the main operator within Edinburgh. The Edinburgh Day Ticket, which allows unlimited one-day travel on the city's buses, can be purchased in advance.
- Also available are the one-week bus pass or the four-week bus pass which gives unlimited access to buses.

Opening hours: Monday to Friday 9am – 6pm and Saturday 9am – 5.30pm

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First Bus: 01224 650140

Provide much of the service between Edinburgh and the Lothians.

You will also see other bus companies, including Eastern Scottish, Lowland Scottish and Midland Scottish - all part of First Bus Company, along with S.M.T. - and Fife Scottish, all part of Stagecoach, which operate routes into and out of Edinburgh and to other parts of Scotland.

### *Taxis*

Central Taxis: 0131 229 2468

City Cabs 0131 228 1211

ComCab 0131 272 8000

## Looking for Long Term Accommodation?

The List Magazine (published fortnightly on a Thursday) [www.list.co.uk](http://www.list.co.uk)

The Evening News

[www.property.scotsman.com](http://www.property.scotsman.com)

ESPC Listings (available from letting offices etc) [www.espc.co.uk](http://www.espc.co.uk)

Gumtree [www.edinburgh.gumtree.com](http://www.edinburgh.gumtree.com) has a variety of houses/flats for rent as well as other links to items for sale/wanted.

There are several hostels in Edinburgh that offer affordable accommodation, including:

Royal Mile Backpackers: 105 High St, Edinburgh, Midlothian, EH1 1SG

Telephone: 0131 557 6120

Edinburgh Central Youth Hostel: 9 Haddington Place, Edinburgh, EH7 4AL

Telephone: 0131 524 2090

## National Health Service (NHS)

It is important that you register with your local GP surgery and a local dentist once you have a fixed residential address. Another helpful number is for the NHS 24 helpline which you can call if you have any questions of a medical nature.

Tel No: 0845 424 2424

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We hope this booklet is helpful to you. If you have any suggestions as to any additional information which you feel should be included in here, please let us know!

All we need to do now is to wish you all the best on your road to success. We are here to help and delighted to assist.

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