



# Page Personnel Secretarial & Business Support

Your guide to temping with the experts



Thank you for registering with Page Personnel Secretarial & Business Support. We are delighted to welcome you onboard as a temp. We hope this booklet will help you make your move into temping with Page Personnel Secretarial & Business Support as easy as possible. Please take the time to read the contents and feel free to contact your consultant with any issues not covered in this booklet. We look forward to a fruitful and rewarding relationship and to finding you the very best temping roles.

Welcome onboard!



# A happy arrangement



We believe in nurturing an open and honest relationship with our candidates and clients. That's why we're committed to finding you the kind of temporary, or temporary to permanent/ contract roles you're looking for and operating in the way you're comfortable with.

## **Our commitment to you**

- Honesty, objectivity and good communication.
- We will contact you offering as many roles as we can find that match your experience, skills and preferred industry sector, whether they be short-term, temporary, permanent or contract roles.
- If you have particular companies you're keen to work with, let us know and we'll make an effort to place you there.
- Prior to commencing an assignment, your consultant will brief you fully on the company, culture, client expectations and of course the role itself and what will be expected of you, as well as pay rates and length of the assignment.

- We will secure you the best rate available for the booking you are doing.
- If you get your timesheet in before Monday 12 midday, we will pay you that week.
- We will speak to you on a regular basis to find out how you are getting on.

## **Communication**

We will speak to you on the day you start work and then every week to see how you are getting on. If you are not working for us then we will still contact you once a week to see whether you are available or not and what more we can do to help. Alternatively, call us whenever you want to discuss an issue or idea.



## A happy arrangement (continued)



### Your commitment to us

- The more flexible you can be, the more temporary opportunities we are able to offer you.
  - Let us know of any changes in your circumstances. Remember, if your skills change or you gain experience in additional industries it can increase your opportunities in securing temporary employment.
  - We ask that you represent us in a professional manner, and are always punctual and dressed appropriately.
  - If you are free and available for work please call the team before 8:30am each day and be ready for work so that we can tell our clients of your availability.
  - Even if you have worked for us before, please email us your bank details and NI on the first day of your booking so we can confirm you are paid correctly.
- If you are running late, please tell us immediately so we can let our client know about your delay. Call 0845 6060 610.
  - Always make sure you have the contact details of your consultant with you.
  - If you are ill on the day of your assignment, remember to contact us before 8.30am so we can inform the client.
  - Many companies have strict policies on the use of internet and email. We ask that you do not use either of these facilities unless prior permission has been given by the client.
  - Please ensure your mobile phone is switched off or in 'silent' mode during office hours.
  - Please ensure your timesheet is signed and faxed to us on 0870 242 1490 or emailed to [timesheets@michaelpage.com](mailto:timesheets@michaelpage.com) by 12 midday every Monday. We would strongly suggest that a confirmation slip is retained from the fax machine.

# Working with Page Personnel Secretarial & Business Support



## **Procedure for timesheets**

Please write clearly in black pen on your timesheets. Payments are made each Friday in arrears and will be deposited directly into your bank account. To guarantee prompt payment, you will need to make sure your signed timesheet reaches the Payroll department by 12 midday on the Monday prior to payment. An authorised signatory must sign timesheets. You will be issued with a contractor number after handing in your first timesheet.


You should include this on all subsequent timesheets to enable your payment to be processed speedily. You will be given a new timesheet with your payslip, however, if you require additional copies, contact either our Payroll department or your consultant.

## **Sending your timesheets to Payroll**

Timesheets should be addressed to the Page Personnel Payroll department, faxed to us on: 0870 242 1490 or emailed to: [timesheets@michaelpage.com](mailto:timesheets@michaelpage.com). Don't forget to obtain and keep a fax confirmation sheet when sending through timesheets.

You should check that the date and time shown is correct as this will help with any future queries. If you aren't confident the payroll department has received your timesheet, you can forward it by post to the address on your timesheet.

Please note that it is your responsibility to make sure that our Payroll department gets your timesheet by the deadline. Timesheets must be submitted on a weekly basis, whilst our payroll department tries to provide you with the highest levels of service, there may be rare occasions when you need to contact them with queries or for advice. They will be happy to assist you. Please remember to have your contractor number ready, and to make a note of who you speak with in case you need to contact them in the future. The payroll department can be reached on 01753 849 317.



# Working with Page Personnel Secretarial & Business Support (continued)

## **'Sit in' service**

We offer our clients a service whereby every day we invite a number of temps into our office so that they can reach clients within 30 minutes. This enables us to provide emergency cover for our clients. This ensures you are first in line for a job opportunity, while using your time in our offices to:

- Brush up on your skills
- Use our training packages
- Update your CV
- Speak to consultants about permanent opportunities

Our temp consultants will be in early each morning trying to find you a suitable assignment. An alternative option is 'ready to work' whereby you call us at 8.30am from home prepared to start an assignment. You must be ready to leave so we can get you to work promptly.

If you would like to be considered for our 'Sit In' service then please get in contact with your closest Page Personnel Secretarial & Business Support office.

## **Salary and assignments**

Your remuneration and assignment details are confidential and should only be discussed with your Page Personnel Secretarial & Business Support consultant. When you are booked into any new assignment you will receive confirmation by post of contact details, company address etc, as well as a form for your bank details. It is your responsibility to ensure that the latter is completed and returned to our payroll department, as without this, no payment can be made.

## **Holiday and sickness**

Please ensure that you tell both the company you are working for and your Page Personnel Secretarial & Business Support consultant if you are sick or plan to take a holiday. As a temporary worker you have a maximum entitlement of 5.6 weeks statutory paid holiday in any holiday year (January to December). This entitlement accrues in proportion to the time worked by you and is paid as a 12.07% addition to your agreed pay rate. Some of our clients pay this when you actually take a day off. Make sure you are clear which policy the client you are working for adopts each time you take a new booking.

## Working with Page Personnel Secretarial & Business Support (continued)



### **Notice periods**

If you need to end your assignment early, please give the most notice possible. It is expected that you adhere to any agreed notice periods; the company you are working for would show you the same courtesy.

### **Expenses**

If the company you are working for agrees to cover your expenses, please submit them with your timesheets whether on their expenses form or on headed paper. Both yourself and your supervisor must sign all forms, and all receipts must be attached. Expenses will then be paid through our payroll system.

“ As a temporary worker you have a maximum entitlement of 5.6 weeks statutory paid holiday in any holiday year (January to December). ”



# Temping with Page Personnel Secretarial & Business Support



## **Feedback**

Our job is to ensure your assignments are as rewarding as possible. We value your comments as to how we might improve our service, so please do not hesitate to contact your consultant with any feedback or suggestions that you might have. After all, our relationship is a partnership and for it to be effective, constructive feedback is essential. While on your assignment your point of contact should always be the consultant who placed you. Let us know of any changes that may occur during your assignment. You will need to make us aware if you return to any company which you have previously worked via Page Personnel.

## **References**

All our clients require us to provide references on all candidates employed through Page Personnel Secretarial & Business Support. We would appreciate your help in obtaining your references to enable us to find you work quickly and ensuring your temporary employment runs as smoothly as possible. The referencing process is handled by our referencing team. Your cooperation with them will be greatly appreciated.

Please note that we are unable to send you out on any temporary work without your employment checks being completed. Where there are gaps in employment we will require a personal reference who is a working professional to cover that gap. We require references for the past five years.

## **Credit checks**

Our financial services clients, including all the investment banks, require credit checks to be carried out on all temporary workers. For this, we will need to know the addresses you have lived at for the past six years, plus two proofs of address for where you are currently living. This should be a council tax or utility bill. Please note, mobile phone bills will not be accepted. We will never run a credit check without your prior consent.

## **Educational certificates**

We require your latest educational certificates, e.g. degree, A-level, GCSE, secretarial qualifications etc. Please bring the originals for us to copy for our records as some clients will request to see them.



# Useful numbers and websites



## Page Personnel Secretarial & Business Support

London City – 020 7776 5920

London West End – 020 7269 2300

Leeds – 0113 388 9000

Manchester – 0161 819 5500

Thames Valley – 0118 933 7020

Weybridge – 01932 264 000

Payroll Number – 01753 849 317

Payroll Fax – 0870 242 1490 – [timesheets@michaelpage.com](mailto:timesheets@michaelpage.com)

## Services & amenities

Emergency – 999

UK Directory Enquiries – 118 500

UK Operator – 100

International Operator – 155

Post Office – [www.postoffice.co.uk](http://www.postoffice.co.uk)

NHS Direct – [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

British Dental Association – [www.bda.org](http://www.bda.org)

Inland Revenue – [www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk)

Department for Work and Pensions – [www.dwp.gov.uk](http://www.dwp.gov.uk)

## Embassies

British Home Office (Immigration) – [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

Australian High Commission – [www.australia.org.uk](http://www.australia.org.uk)

New Zealand High Commission – [www.nzembassy.com](http://www.nzembassy.com)

South African High Commission – [www.southafricahouseuk.com](http://www.southafricahouseuk.com)

## Travel and transport

Transport for London – [www.tfl.gov.uk](http://www.tfl.gov.uk)

National Rail Enquiries – [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

National Express Coaches – [www.gobycoach.com](http://www.gobycoach.com)

Eurostar – [www.eurostar.co.uk](http://www.eurostar.co.uk)

Travel maps – [www.multimap.co.uk](http://www.multimap.co.uk)

Street maps – [www.streetmap.co.uk](http://www.streetmap.co.uk)

## Antipodean community

TNT Magazine – [www.tntmagazine.com](http://www.tntmagazine.com)

The Gumtree – [www.gumtree.com](http://www.gumtree.com)





### **London City**

11th Floor, 5 Aldermanbury Square,  
London EC2V 7HR

### **London West End**

Victoria House, Southampton Row,  
London WC1B 4JB

### **Leeds**

1st Floor – West Side,  
1 Whitehall Riverside, Leeds LS1 4BN

### **Manchester**

12th Floor, 82 King Street,  
Manchester M2 4WQ

### **Thames Valley**

Ground Floor, Aquis House,  
49-51 Blagrove Street, Reading RG1 1PL

### **Weybridge**

Page House, 1 Dashwood Lang Road,  
Addlestone, Weybridge KT15 2QW

0845 6060 610

[www.pagepersonnel.co.uk/secretarial-business-support](http://www.pagepersonnel.co.uk/secretarial-business-support)

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