



University of Brighton

Guidelines for use of temporary workers from an agency

Introduction

From 1 August 2007 the university has a contract with Blue Arrow Recruitment Solutions Limited (Blue Arrow) to supply all **non-academic** temporary workers ('temps'). Under this agreement, all orders for temps are to be placed with Blue Arrow. Orders may not be placed directly with any other agency. Blue Arrow use 'second tier suppliers' that have been recommended and approved by the university if they cannot fill a booking themselves. All secondary suppliers are covered by the terms and conditions of the contract and service level agreement. Blue Arrow manages the engagement concerned and does the invoicing.

This document describes the process to follow when you need a temp.

Range of jobs that can be covered

This policy and procedure is for non-academic jobs only. Blue Arrow will be able to cover a full range of support workers either from their own resources or through their arrangements with secondary suppliers. This includes routine roles through to higher level, specialist or professional jobs.

Circumstances in which temps may be used

Agency temps may normally only be used, or their assignments extended, in the following circumstances:

- To cover maternity, adoption or other 'special leave'
- To cover long term sickness absence
- To cover a vacancy during recruitment (i.e. Form PD8 received and authorised in Personnel)
- To cover a skill shortage (where recruitment was unsuccessful)
- To undertake a relatively short-term project or influx of work where there is confirmed funding to meet the additional staffing expenditure. Longer-term projects should be covered by recruitment.

Ordering

- Orders are placed using the *Temporary Worker Order from Blue Arrow form PDT* in Appendix 1 and also available on staffcentral via the [Home page/Personnel/Temporary and Fixed-term work](#)
- In order to make ordering easier for you, the order form contains a list of the type of jobs normally requested, together with the agreed hourly rate. The reverse of the form (page 2 on-line) describes the jobs in the list. If you need another type of job, there is an option on the form for you to describe the job and the knowledge, skills and experience required. In such cases an appropriate hourly rate will need to be agreed with Blue Arrow.
- An efin purchase order number is needed on the form so you will need to raise an order
- To confirm school/department authorisation, the authorised signatory for your school/department e-mails the completed form to Personneltemp@bton.ac.uk
- Personnel will e-mail the authorised order form to brightonuniversity@bluearrow.co.uk, copied to the originator with an authorisation number
- Every effort will be made by Personnel to process the order without delay
- You will be contacted by Blue Arrow (Sarah Taylor or Lynda Byles) to arrange your temp.
- For information on extending assignments see "Extending an assignment" below.

Blue Arrow Contacts

Sarah Taylor or Lynda Byles on Tel: 01273 749750, Fax: 01273 729520
or by e-mail at sarah.taylor@bluearrow.co.uk or lynda.byles@bluearrow.co.uk

Although all orders will be placed to the Brighton branch (they will forward them to other branches as necessary) the contact for discussing catering and technical jobs is Mark Chalker at the Eastbourne branch on 01323 430055, mark.chalker@bluearrow.co.uk. The Eastbourne branch handles all catering throughout Sussex and the Brighton branch will forward orders for catering temps to them.

Information for the temp on arrival

- On arrival, the temp should be given as thorough an induction as is reasonable in view of the type and length of assignment, including an introduction to the school/department and site facilities.
- Where the role will include access to and processing personal and confidential information, that you inform the temp how the role must be undertaken in order to comply with the university's policy and legal requirements related to confidentiality and data protection.
- It is a legal requirement to provide health and safety information such as fire and emergency procedures; how to report an accident or incident; and any specific safety precautions or health and safety risks relevant to the job. On arrival, the temp will ask you for some health and safety information from a brief checklist. The temp will complete it and return it to Blue Arrow.
- It is also a legal requirement to ensure that where appropriate risk assessments of proposed activities have been undertaken and the safety precautions discussed with the temp. If a computer is to be used a [Display Screen Equipment Assessment](#) (click on the links for guidance on the staffcentral health and safety site) should be undertaken according to university requirements.

Performance

- If you have any concerns about the performance of the temp, notify Blue Arrow immediately of the factual details of the problem. If this is done by phone, you should confirm it by e-mail to them.
- Blue Arrow will handle any performance problems without delay and replace any temps judged by you to be unsatisfactory. If you report the problems within the first 4 hours of the assignment, they will not charge for the work done by that temp.
- If you have any overall concerns about Blue Arrow's service, please report them to the Personnel Department as well, so that they can be addressed at university level.
- Temps have a legal right to rest breaks, annual leave and a limit on average weekly working time (Working Time Regulations) and protection against unfavourable treatment/discrimination on the grounds of sex, race, religion, sexual orientation, age and disability and part-time working.

Timesheets

- You will be asked to sign a timesheet at the end of the assignment (or at the end of each week for longer assignments). You need to keep a copy to be checked against the invoice.
- The Temp will submit the timesheet to Blue Arrow.

Invoicing and payment

- Blue Arrow will send an invoice weekly in arrears directly to the Payments Section of the Finance Department. Payments will handle any queries on it then send a copy of the electronic invoice to the originator of the order. The originator needs to do a Goods Received Note on e-fin, then e-mail Payments to say this has been done. Payments will then pay the invoice.
- The checking of the invoice and any queries must be handled without delay in order to ensure payment is made on time.

Extending an assignment

If you need to extend the temp's assignment in the same role, your school/department's authorised signatory should e-mail the Personnel Department a *Temporary worker request for extension form PDT (E)* available at Appendix 2 and on staffcentral at [Home page/Personnel/Temporary and Fixed-term work](#). Personnel will authorise the form and forward it to Blue Arrow, copied to you. Blue Arrow will then contact you to confirm arrangements.

To extend the engagement of the temp in a **different role** the procedure and form described above under "Ordering" applies.

Transfer to university employment

In accordance with university policy, it will not normally be possible to employ a temp directly without advertising the job. If a temp working at the university applies for your advertised job, goes through

the **full** recruitment and selection process and ultimately is the most suitable candidate, Blue Arrow will not charge a transfer fee (percentage of the first year's salary).

In exceptional circumstances a direct appointment without advertising and recruitment may have been agreed. In such cases, if the temp has been working at the university continuously for 13 weeks, a transfer fee will also not be payable. If the time at the university has been less than 13 continuous weeks, Blue Arrow will offer you the option of extending the engagement until 13 weeks have been reached to avoid paying a transfer fee. The transfer fees are set on a sliding scale according to the length of the engagement and are detailed in the Service Level Agreement on staffcentral at [Home page/Personnel/Temporary and Fixed-term work](#).



Temporary worker order from Blue Arrow

Form PDT

Please use block capitals except where otherwise requested on the form

Name of request originator		Telephone number	
School/Department		Budget account code	
Temporary worker reports to		Location/site	
Start date		Anticipated end date	
Days of work & hours per day		Efin purchase order number	
Reason for request <input type="checkbox"/> Sickness absence <input type="checkbox"/> Special Leave (eg Maternity/Paternity) <input type="checkbox"/> Skill shortage (recruitment was unsuccessful) <input type="checkbox"/> Project <input type="checkbox"/> Short-term workload <input type="checkbox"/> Authorised recruitment in progress			
If covering recruitment, post no.		If covering absence, whose?	
Job type (see job descriptions, rates and charges overleaf) <input type="checkbox"/> General Assistant <input type="checkbox"/> Clerical Assistant <input type="checkbox"/> Administrative Assistant <input type="checkbox"/> Senior Administrator <input type="checkbox"/> Nursery Assistant <input type="checkbox"/> Kitchen Porter <input type="checkbox"/> Catering Assistant <input type="checkbox"/> Chef <input type="checkbox"/> Senior Chef <input type="checkbox"/> Cleaner <input type="checkbox"/> Other job type (list key job tasks, skills, experience & qualifications required & whether CRB check is needed) • • • • • • • • •			

School/department authorisation

The school/department's authorised signatory should e-mail this form to Personneltemp@bton.ac.uk. Personnel will e-mail it to brightonuniversity@bluearrow.co.uk. Blue Arrow will contact the originator of the order.

Personnel Department authorisation

If 'Other' job type, agreed hourly rate incl charges: £	Authorisation number A	Date
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Generic job descriptions for temporary workers

The descriptions below represent the most typical temporary roles required by the university. An hourly rate for each has been agreed. If you require a different role, describe it where indicated on the form. **Please note that the charge rates are exclusive of VAT.** For a breakdown of rates see appendices of the Service Level Agreement on staffcentral/Personnel/Temporary and fixed-term work.

* "Pay" is the Temp's pay, "Charge" is the total charge.

Job title	Rates	Job title	Rates
General Assistant Undertake a limited number of specified, routine, daily tasks that do not involve use of IT such as filing, mail shots, photocopying, or shelving books. Accuracy and basic literacy and numeracy required, and commitment to quality standards.	Pay * £6.50	Kitchen Porter Carry out specified, routine daily tasks such as pot washing, cleaning; moving and storing materials; helping to prepare vegetables. Basic hygiene certificate, relevant knowledge of COSHH/PEP and manual handling training required, and commitment to quality standards and good customer service.	Pay * £5.50
	Charge * £8.59		Charge * £7.38
Clerical Assistant Undertake a limited number of specified, routine, daily tasks of repetitive nature such as data entry, filing, photocopying, distributing post, taking messages, copy typing or reproducing documents using templates. Basic IT skills and use of Word and Excel, accuracy and basic literacy and numeracy required.	Pay * £7.00	Catering Assistant Prepare and serve simple foods and beverages, clear and clean dishes, kitchen cleaning, refilling supplies, possibly operating a cash register. Basic hygiene certificate, relevant knowledge of COSHH/PEP & manual handling training required, and commitment to quality standards and good customer service.	Pay * £6.00
	Charge * £9.19		Charge * £7.99
Administrative Assistant Carry out a range of largely routine office tasks such as arranging & minuting meetings, word processing, filing, photocopying, maintaining databases, compiling statistical information, ordering stationery. Requires prior work experience at a similar level and range of activities plus a good level of: organisation; numeracy; written and verbal communication; accurate and fast typing/keyboarding; and a good knowledge of Word, Excel and PowerPoint.	Pay * £7.50	Assistant/Commis Chef Prepare and cook a range of food; maintain a high standard of preparation and portion control; contribute to stock control; maintain records; comply with all food hygiene and safety regulations. City and Guilds 707/1 or equivalent, basic food hygiene certificate and at least one year's practical experience in a similar role required. Provide own set of knives.	Pay * £7.00
	Charge * £9.79		Charge * £9.19
Senior Administrator Undertake a broad range of administrative activities to ensure delivery of a service, eg: minute formal committee meetings; deal with correspondence; explain procedures; process orders or claims; develop and manage databases such as budget or course records; manipulate and analyse data to produce statistical reports using templates;. use initiative to search for and provide information or resolve problems. Requires demonstrated administrative experience at a similar level; advanced use of Excel; competent use of Word; excellent numeracy and accuracy; competent written communication skills; and ability to use a large, complex IT system.	Pay * £8.00	Senior Chef Produce a range of dishes to suit both counter and conference markets; supervise the work of service and kitchen staff; assist with food and menu planning, stock planning, ordering and control; comply with all food hygiene and safety regulations; ensure temperature control. City and Guilds 707/1 and 706/2 or equivalent, intermediate food hygiene certificate and at least one year's experience in a similar role required. Provide own set of knives.	Pay * £9.00
	Charge * £10.40		Charge * £14.15
Nursery Assistant Assist in the activities and programmes promoting the physical, social, intellectual and emotional development of children, maintaining a safe and healthy environment. Nursery Nurse Exam Board, BTEC National Diploma in Caring (Nursery Nursing), Pre-School Learning Alliance, and CRB check required.	Pay * £6.50	Cleaner Clean classrooms, corridors, offices, toilets, residential kitchens, etc. Dusting, vacuuming, washing, polishing, emptying bins and assisting in an annual deep cleaning programme. Ensure all office and/or residential areas are secured. Relevant COSHH knowledge, commitment to a high standard of cleaning and tidiness, reliability and ability to work quickly and thoroughly required.	Pay * £6.00
	Charge * £11.05		Charge * £7.99



Temporary worker request for extension

Form PDT (E)

Note: This form is only for extensions in the same role and for the same reason as on the original order form. A request to keep the same temp to do a different job from the one originally agreed is made on a new Temporary worker from Blue Arrow Order Form PDT.

Please use block capitals

Table with 4 columns: Name of request originator, School/Department, Name of temporary worker, Original start date, New end date, Telephone number, Budget account code, Authorisation number, Original end date, Hours per day/days per week if changed, Reason for extension.

School/department authorisation

Please note that by sending this request you are declaring that there is sufficient funding to cover the cost. The authorised signatory should e-mail this form to Personneltemp@bton.ac.uk. Personnel will forward authorised forms to brightonuniversity@bluearrow.co.uk. Blue Arrow will then contact the originator to make arrangements.

Personnel Department authorisation

Table with 2 columns: Extension authorisation number, Date