Search Consultancy Associates Guide

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Welcome to Search Consultancy

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This document should be read in conjunction with your Written Statement of Particulars of Employment.

Welcome to Search Consultancy

We're delighted that you've chosen to work with Search on a temporary assignment and as such have joined the growing number of Search Associates we place with employers throughout the UK. We hope that this guide will help to familiarise you with some of the important aspects and benefits of working with us.

The role of your consultant

Your consultant is there to advise you, support you and answer any questions you have. Most importantly your consultant will always be working to find you the temporary assignments that are suited to you. You will find the name and contact details of your consultant on the Associates card at the back of this booklet.

Change of details

To help us to ensure that everything runs smoothly, it is essential that you keep in regular contact with us. Please notify us immediately of any changes to your circumstances and personal details so that we can keep you up to date on any opportunities and ensure that our correspondence with you is relevant.

Availability

Our aim is to keep you in continuous work so you should contact Search at regular intervals to confirm your availability for assignments with us.

Absence and lateness

Whilst we expect that you'll make every effort not to be absent from or late for work, we appreciate that this is sometimes unavoidable. In these circumstances, whether it be as a result of sickness or emergency, you must inform your consultant as soon as possible and in any event, no later than one hour before your normal start time. This allows us to make alternative arrangements with the client.

Our offices are open from 8.00am to 6.00pm Monday to Friday and we also have a 24 hour answer-phone service, which means you will always be able to leave a message, even if you cannot speak to your consultant directly.

If you have a medical certificate you will be able to advise us of the length of your absence. If not, you must contact us on a daily basis to update us on your progress and to tell us how long you are likely to be absent. We will keep the client informed on your behalf.

Getting paid

You will be paid weekly in arrears each Friday directly into your bank account. To make sure that you are paid on time we rely on you to do the following:

- Complete your timesheet accurately, ensuring that it is legible
- Get your completed timesheet signed by your manager at work
- Return your timesheet to Search no later than 9.00am each Monday

Record clearly:

- Your NI number
- The correct job number as notified to you by your consultant
- The daily and total hours you have worked

When there is a bank holiday your consultant will notify you of any changes to the deadline for the submission of your completed and signed timesheet.

Some clients operate online timesheets. Your consultant will inform you if this is an option available to you on an assignment by assignment basis. Payslips will be available to view online at **www.search.co.uk/temp-with-search/online-portal**. Your log-in details will be emailed to you on the first week that you are due to be paid.

Overtime

Your consultant will advise you before each assignment if you will be required to work any overtime and if so, whether a different rate of pay will apply. If you have not been advised before the assignment that overtime is involved and your line manager asks you to work additional hours you must notify your consultant immediately.

Holiday entitlement

You are entitled to 28 days paid holiday per annum (this includes statutory holidays). Part time workers will have this holiday entitlement pro-rated according to the hours worked. Your holiday year starts on the date your first assignment commences and runs for **12 months from that date**.

Requesting holidays

There are some important points to remember about your holiday entitlement. You must give us as much notice as possible (in writing) of your intention to take holidays and, in any event, at least twice as many days notice as the number of days holiday that you are requesting.

You must complete a Holiday Request Form, which is available from your consultant or online at **www.search.co.uk/associates**. This form must be with your Search office no later than **12 noon** on the Friday prior to your holiday week. You cannot carry any of your holiday entitlement over to the next holiday year, nor can you be paid in lieu for any holiday entitlement that you have not taken at the end of your holiday year. Please refer to your Written Statement of Particulars, or ask your consultant if you have any queries about holiday entitlement or holiday pay.

Information about an assignment

Before you commence an assignment, your consultant will always provide you with the following information:

- Name, address and telephone number of the company
- Job description/responsibilities
- Name of the person you should report to on your first day
- Name of your line manager
- Hours of work/rate of pay/overtime requirement
- Length of assignment
- Any additional information specific to the assignment
- Travel information/directions

If you find anything about your assignment is different to the information you have been provided by your consultant, you must contact us immediately so that we can review this with our client.

Dress code

It is important that you dress appropriately and always convey a professional image. As the dress code may vary in different organisations, your consultant will inform you of the appropriate dress code before each assignment.

Health & safety

There are no risks to your health and safety which have been made known to Search by the client for your assignment. If we become aware of any such risks, we will, immediately, inform you. If you have any concerns, whatsoever, relating to your own or others' health and safety you must bring these concerns immediately to the attention of your consultant who will take any necessary action.

Opportunities

We are committed to equal opportunities for everyone and to ensuring that all those who work with us or are associated with us are treated fairly regardless of their age, sex, marital status, race, ethnic origin, nationality, disability, sexual orientation or religious beliefs. If you have any concerns in relation to equal opportunities you should raise the issue in the first instance with your consultant.

Confidentiality and security

You will be governed by the Confidentiality Clause (10) within the Written Statement of Particulars of Employment. Depending on the nature of the assignment you may, prior to the commencement of any assignment, be required to sign a client specific confidentiality agreement which your consultant will discuss with you if applicable.

You may be required to wear a security badge. In this event you would be required to wear it at all times whilst on the company's premises.

Email and internet policy

If you will be using a computer/laptop during your assignment, you will be required to comply with the email and internet policies and procedures of the client you are assigned to. You should take steps to familiarise yourself with these and any other relevant policy.

Notes

Your Search Associates card

Please keep this card in your purse or wallet as a handy reminder of where to find all the documents you might need to access as a Search Associate. Here you'll find answers to FAQs along with policies, procedures and general 'need to know' info. As always, if you don't find what you're looking for, your consultant will be able to answer any queries you have.

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Aberdeen	01224 611 100
Brighton	01273 855 000
Crawley	01293 848 100
Dundee	01382 305 400
Dunfermline	01383 734 444
Edinburgh	0131 718 8000
Glasgow	0141 272 7777
Inverness	01463 259 249
Leeds	0113 308 8000
Leicester	0116 247 3300
Liverpool	0151 229 5555
Manchester	0161 835 8600
Sheffield	0114 349 2100

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