



GUIDE TO TEMPING

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Working as a temp is a great way of exploring different jobs and organisations, and gives you an income between permanent jobs. It's also great for making your work life fit nicely around your personal life.

To make temping work for you, you'll need to know the ins and outs, which is why we have produced this handy booklet for you. It is packed full of everything that you need to know about temping with Forté Recruitment.

BEING A TEMPORARY EMPLOYEE

You are employed by a recruitment company such as Forté on an hourly rate and for a pre-determined period of time.

Your hourly rate is generally reflective of the salary offered to someone undertaking the role on a permanent basis.

- You are employed by an agency like ours
- You are paid an hourly rate for every hour you work, plus 8% holiday pay is accrued for you
- You complete a timesheet for the time you work, which you get signed by the client
- You submit the timesheet to the agency by the payroll cut off. At Forté timesheets need to be received by 10am Monday morning
- The agency pays you based on the approved timesheet

THE PROS AND CONS OF TEMPING

PROS	CONS
<ul style="list-style-type: none">• You can pick and choose the assignments you accept• It offers you a temporary income if you are between permanent jobs• If you are between jobs it helps you to retain your confidence while job hunting• It's a great way to meet people if you are new to a city	<ul style="list-style-type: none">• Your assignments can end without notice if a clients' needs change• You need to be prepared and willing to go to work at short notice as most employers hire temps to cover unplanned absences such as sickness, or bereavement• There is no guarantee how much work you will be provided with

WHO DOES TEMPING SUIT?

- People who are between jobs
- People who live in or close to the city – they can get to work faster and therefore can have more work opportunities – some of our clients prefer temps that can get to them within a short period of time
- People who can adapt to new environments and work well with a range of people
- People with good technical skills (at least an intermediate level of skill using Word and Outlook are a priority)

WHAT DO YOU NEED TO BE A GOOD TEMP?

- Be flexible – temping requires this as the client’s needs change regularly
- Be ready to move quickly
- Make sure your technical skills are at their best
- Have confidence in yourself and be willing to give new things a go – the clients pay a premium for temps and they want you to be adaptable and co-operative
- Communicate well with us and with the client

WHAT TO DO IF YOU ARE SICK WHILE ON ASSIGNMENT

As a temporary employee, you are our responsibility. So, when you are sick, you should contact Forté, not the client. Our office is open from 8am but you can leave a message for us if you want to call earlier. Alternatively, you can send us an email the night before. Please let us know as early as possible.

PUNCTUALITY

Phone us immediately if you are going to be late. If after hours, please leave a message on our answer phone. We may need to find a suitable replacement.

WHEN DO YOU GET PAID?

Your pay will be direct credited into your bank account overnight on the Wednesday following the week you worked (provided we have received your signed timesheet by 10am on the Monday). Your pay will be available for you to draw on each Thursday.

TIMESHEETS

You can download timesheets from our website www.forterecruitment.co.nz or call in to the office for one.

Your Completed timesheet should be sent to us by email or fax or dropped in to our office by 10am on the Monday of the week following. If you are not going to be able to get your timesheet to us by 10am please contact the office to let us know.

PUBLIC HOLIDAYS

If you are booked into an assignment which overlaps a public (Stat) holiday you are entitled to be paid for the public holidays if:

- You work both sides of a public holiday and the public holiday was a day you would otherwise have worked.
- You will be paid at the hourly rate you would have got if the day had not been a public holiday and you will be paid your average hours (to a maximum 8 hours).

HOLIDAY PAY

You accrue annual holiday pay. This is at 8% of your gross pay.

- If you wish to have any of this paid out at the end of an assignment please request this in writing, either by email or by ticking the 'Pay out Holiday Pay' box on your final timesheet.
- If you would like to have any available Holiday Pay paid out to cover days off during an assignment, please also request this in writing.

GIVING NOTICE FROM AN ASSIGNMENT

If you accept an assignment, we expect you to see it through to the agreed completion date. If for some reason you are not able to do so, please discuss the situation with one of our team as soon as possible. The preferred notice period according to your employment agreement is 5 working days for assignments longer than one week, and 2 working days for assignments which are less than one week.

KEEPING IN TOUCH

Make sure you stay in regular contact with us. Temping can be a lonely business at times so we are happy to hear from you, feel free to call us or call into the office anytime.

Let us know, by writing, any changes to your address, phone number or bank account details.

We have a spare PC in the office if you need somewhere to access emails or to update and print your CV. Call us anytime if you want to use the PC and we can make sure that it is available for you.

DRESS CODE

Smart business dress is expected and appropriate when on all assignments. We expect our temps to be clean and generally well presented.

If you have specific questions about what may or may not be permitted, please ask us.

GENERAL ETIQUETTE WHEN ON ASSIGNMENT

- **EMAILS** – it's simple, don't access your private emails from the client PC's – most organisations audit the internet usage of all PCs regularly. If you damage a client's network from accessing sites you shouldn't, you are personally liable for the damage caused. You must not use the clients email address for personal purposes – client emails must NEVER be sent offsite to your home email without permission.
- **SOCIAL NETWORKING SITES** – these are considered to be personal sites, not work sites. These are strictly forbidden unless you have permission from the client – again, usage of these sites is monitored and some organisations even ban access from all PC's. You should NEVER post comments on your Facebook, or other social media about the clients' business or the work you are doing for the client.
- **INTERNET USAGE** – again, no access to these sites is permitted without permission.
If you need access to the internet during your breaks, you are welcome to come and use the spare PC in our office – it has full internet access.

- **MOBILE PHONES** – these are expected to either be OFF or on SILENT while you are at work. Make sure you get a voice mail facility set up, then you can turn the phone off while you are hard at work and get your messages during breaks.
All personal calls should be kept to emergencies only.
- **CLIENT PHONE LINES**– please do not use a client’s phone to make cell phone or toll calls. Most managers receive a monthly invoice for each telephone line in their department and employees can be required to justify toll calls.
- **LUNCH BREAKS** – ask the client their preferences around the lunch breaks. Most clients will have set expectations for the time you can take your breaks – especially if you need to fit in around others.
- **CONFIDENTIALITY** – your work in a client’s office is totally confidential. You should not discuss or divulge any of their information to anyone, including other staff members.
- **TIME OFF TO ATTEND INTERVIEWS** – remember to be courteous about this. Clients will expect that you are seeking permanent or other types of employment but they don’t want to be inconvenienced. If you are unsure or uncomfortable about getting time out for interviews, call us so we can ask the client on your behalf.
- **HOURS OF WORK** – please note that the client determines your hours of work. If you are restricted in any way from working the hours stipulated by us and the client, let us know as soon as possible so we can discuss it. Most employers now expect a 40 hour working week and expect you to work the same hours as the rest of their staff.
- **OVERTIME** –overtime must be discussed by us with the client. If you work in excess of 40 hours without permission from the client and without us being advised, you may not be paid for the extra hours. Talk to us ASAP if you are uncertain about this while on assignment.

HEALTH & SAFETY

Your Health & Safety and well-being at work is very important to us.

Health & Safety is the shared responsibility of Forté Recruitment, you, our Temporary Employee and of our Clients. Forté will take all practicable steps to provide you with a safe and healthy work environment. We comply with all relevant legislation, codes of practice and safe operating procedures to ensure that you are safe at work.

We take all care to provide you with a work environment that isn't a risk to your health and your safety.

We require you to work in a safe and healthy manner and:

- Take all practicable steps to prevent harm to yourself and others in the workplace
- Take appropriate breaks during the work day
- Comply with all safety related procedures and policies in the workplace
- Always follow good safety practices in your workplace

You are our Health & Safety 'eyes and ears' in the workplaces we assign you in to, so we encourage you to:

- Identify & inform us of any concerns you have about any risks and hazards you see which could cause injury in the workplace
- Raise any concerns or recommendations you may have with your Forté consultant and with your contact in the workplace.

Your Health and Safety contact at Forté Recruitment is Hanna Nicholson, hanna@forterecruitment.co.nz or call 04 901 6444

PAY RATES

While the temp market can change from one week to the next, the hourly rates can be dependent on the rates we negotiate with some clients and they can be influenced by the number of jobs or candidates available. We will quote you an hourly rate every time we give you an assignment so that you can know how much you can earn.

CONTACT OUR TEAM

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