Guidance Notes – Request to Engage Agency Staff

This guidance sets out the points to be considered when there is a requirement to cover a particular staffing need for a short period.

The Agency Worker Regulations 2010 provide certain rights for agency workers from day 1 of their assignment including the right to apply for internal vacancies and the right to access and use on site facilities. After a 12 week qualifying period they are entitled to the same “basic working and employment conditions” as if they had been recruited directly by the University. Therefore, Managers should consider carefully in all cases whether the use of an agency worker is necessary or justified and all internal options should be considered before use of agency staff.

All agency working must receive prior approval before such work is commissioned using the “Request to Engage Agency Staff” form (PL44) available here.

Approval will be considered in the following circumstances:

1. **To provide temporary cover until permanent vacancy filled.**

   This option can only be considered if the vacancy has been through the monitoring system and has been approved. The proposed recruitment timescale must be adhered to as the term of any agency approval will not be extended. Full details regarding why the cover cannot be managed within existing resources through redistribution of duties, reallocation of priorities or overtime should be provided.

2. **Provide cover for temporary increased activity / demand.**

   Full details should be provided as to the reasons for the increased activity or demand and why the cover the cover cannot be managed within existing resources through redistribution of duties, reallocation of priorities or overtime and why other options including consideration of a fixed term contract is not appropriate. Careful consideration should be given to the number of weeks for which cover is required.

3. **To work on a temporary short term task / project**

   Full details should be provided regarding the nature of the task or project and why the cover cannot be managed within existing resources through redistribution of duties, reallocation of priorities or overtime and why other options including consideration of a fixed term contract is not appropriate. Careful consideration should be given to the number of weeks for which cover is required.

**Approval**

Please return your completed and authorised request form to Human Resources. Human Resources will advise both the Agency and yourself when your request is approved. The University currently has a contract with Taskmaster for the exclusive provision of temporary staff. You may then contact them directly. You will need to provide Taskmaster with a purchase order number when making your booking (please note that you will be unable to make a booking for agency staff without providing a purchase order number).
Taskmaster

The local branch is based at Imperial House, Imperial Arcade, Huddersfield, HD1 2BR.

Booking Process

Contact Taskmaster only when Human Resources have confirmed your request has been approved.

Be ready to supply:
- Job description and skills needed
- Purchase order number.
- Practical details such as times, places, manager to report to, length of assignment
- Reason for job (for Taskmaster’s records)

Your Taskmaster contact will get back to you with feedback within 30 minutes of receiving the order.

On Call Facility

Taskmaster operate a 24 hour, 7-day contact agreement with all clients. The office hours are 7am-6pm Monday to Thursday and 7am-5pm Friday. Calls to the office line out of these hours will be directed to the on call team. The telephone number does not change, it simply diverts.

Contact Details

Branch Manager Charlotte Cullen ccullen@tmrec.com
Account Co-ordinator Dan James djames@tmrec.com
General Branch e-mail huddersfield@tmrec.com
TELEPHONE NO: 01484 425330

What does Taskmaster do?

- Advertise, search and select suitable staff
- Face to face interview and skill testing
- Provide full information sheet to candidates following successful placement
- Provide booking confirmation to managers

Indicative charge rates for different grades of staff

<table>
<thead>
<tr>
<th>Taskmaster Grade</th>
<th>Pay</th>
<th>Examples of category of Staff</th>
<th>Pay rate</th>
<th>Charge rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td>Cleaner/Food Services Assistant Basic Administration</td>
<td>£ 8.47</td>
<td>£ 11.09</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Library Warden Clerical Assistant</td>
<td>£ 8.47</td>
<td>£ 11.09</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Course Assistant Secretary</td>
<td>£ 8.63</td>
<td>£ 11.48</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Administrative Assistant Finance Assistant PA / Secretary</td>
<td>£ 9.90</td>
<td>£ 13.27</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Technician</td>
<td>£ 11.46</td>
<td>£ 15.80</td>
</tr>
</tbody>
</table>

The charge rate includes Employers NI and WTR, but excludes VAT at the standard rate. Calculations are based on a 37 hour working week and are subject to any change in employment legislation or any pay award implemented by University of Huddersfield.
Candidate Attraction

- Taskmaster has access to 4 of the largest job boards which enable them to advertise & CV search through-out a variety of databases and categories of skills.
- Advertisements are consistently updated to attract highly suitable candidates.
- Taskmaster aim to have a pool of staff available for ad hoc and last minute requests and have access to the most up to date CVs.
- Taskmaster also have a high success rate via ‘Word of Mouth’ advertising and often find that personal referrals are common with current employees.
- Skill Testing, Screening and Evaluation
- Taskmaster’s robust recruitment process enables them to successfully evaluate candidate skill in order to place candidates. They operate from a state of the art recruitment system which records and evaluates skill testing, career history, vital skill matching and rigorous application processes.
- The entire process including Reference Checks, Identity Checks, Eligibility to Work, Skill Testing, Face to Face Interview and Documentation Screening is managed by the Taskmaster team.
- Taskmaster promote equality throughout the process and provide equal opportunities to all applicants who possess the relevant skill set regardless of age, sex, marital status, ethnic origin, race, religion or disability.
Request to Engage Agency Staff – Approval Process

1. Recruiting Manager identifies short term or urgent need for staffing.

2. Line Manager considers all options to manage the staffing need including using existing resources through redistribution of duties, reallocation of priorities or overtime or consideration of fixed term contract.

3. Agency Required?
   - Yes
     - Line Manager to complete “Request to Engage Agency Staff Form” the Manager should carefully consider the specific work requiring completion and the therefore the duration of cover of required.
   - No – work can be covered with alternative arrangements
     - Manager to make arrangements for work to be covered. If the work can be covered by a fixed term contract complete the appropriate post monitoring paperwork in the usual way.

4. Request to Engage Agency Staff form to be authorised by the Dean or Director and forwarded to Human Resources.

5. Human Resources will consider the request and will confirm the decision to the line manager.

6. If approved manager to obtain purchase order number and contact Taskmaster direct.