



Temporary Orientation

Welcome to Vanilla Recruitment, we hope 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 here to advise you, support you and to answer any questions you may have.

Change of details

To help us ensure that everything runs smoothly it's essential that you keep in regular contact with us. You need to let us know straight away about any changes to your circumstances, address details, contact numbers, availability etc.

Absence and lateness

You must make every effort not to be absent or late for work. In the event that either absence or lateness is unavoidable through sickness or an emergency, you must inform us as soon as possible. You should let us know no later than 1 hour before your normal start time. Our offices are open from 8.30am to 6.00pm Monday to Friday. We have a 24-hour answer phone service so you can leave us a message if you can't speak to your consultant directly. **Our main office phone number is 01858 898058.** We will keep the employer informed.

If you are away from work due to illness you will need to contact us on a daily basis, unless you have a medical certificate stating the length of your absence. 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 time sheet accurately ensuring that it is legible
- Clearly write the name of the company you are working at and the hours you have worked
- Get your completed time sheet signed by your manager at work
- Return your timesheet to us no later than 10.00am each Monday. You can get it to us either by fax or by dropping it into our office on Coventry Road in Market Harborough.

When there is a Bank Holiday your consultant will notify you of any changes to the deadline for the return of your completed time sheet.

Holiday entitlement

You are entitled to 28 days paid holiday each year. Your holiday year starts on the date your first assignment commences and runs for 12 months from that date. You need to give us as much notice as possible for your intention to take holiday. You must also fill in a holiday request form which is available from your consultant.

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.



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
- Travel information/directions
- Any additional information specific to the assignment

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

Health and safety

As soon as you start your assignment it is important to familiarise yourself with the fire, emergency and first aid procedures for that particular workplace. If you are involved in an accident, however minor, you must report it immediately to both your line manager and your consultant.

Confidentiality and security

Our customers place great emphasis on the importance of security, confidentiality and the integrity of the data in their business. You may be required to read carefully and ensure you understand the contents of certain documents e.g. confidentiality agreement. If this is the case you'll need to return the signed document to your consultant.

Recommend a friend

If you have a friend that's looking to make a positive career change then we are here to help them find their dream job! We offer £100 worth of Amazon vouchers (£50 for you and £50 for your friend) if you recommend a friend and we place them in a permanent job. Visit www.vanillarecruitment.co.uk/recommend-a-friend to add the relevant details and read our simple terms.

We are here to help, so please do contact us if you have any queries or concerns. We wish you luck and success on your assignments and hope that you will enjoy working with Vanilla Recruitment.