

Welcome to working with Ann Pettengell.

Inside this pack you'll find
useful resources to help you
get started in your new role.



Welcome to Ann Pettengell

Thank you for choosing to work with Ann Pettengell. We would like to welcome you to the temporary team and hope that you enjoy the assignments you undertake with us.

Temping is a great way to gain valuable experience across a broad range of organisations and can potentially be the first step towards being offered a permanent position.

We have put this pack together to provide you with all the guidance and advice you need to get the most out of your temporary work with Ann Pettengell.

If you require our assistance or advice at any time during your assignment, please don't hesitate to contact us.

FAQs

Do I have to accept every job I am offered?

No. We will only contact you with assignments that we think are a suitable match to your job search requirements. However, you are under no obligation to accept an assignment so if you don't think it's something you would like to do, just let us know.

What is the Code of Conduct?

- Remember that you are an ambassador of Ann Pettengell and we therefore ask that you conduct yourself in a professional manner at all times.
- Please respect the code of conduct and regulations of whichever organisation you are assigned to.
- You may be privy to sensitive information during your placement, so be discreet at all times and don't share the information outside the business.
- Unless otherwise instructed, the use of a client's equipment to browse the internet, send personal emails or make personal calls is not permitted
- Make sure your phone is always off or on silent during working hours. Any calls must be made during your break or outside working hours.

What should I wear?

Whilst on assignment, we expect you to be suitably presented for work in line with the dress code and expectations of the organisation with which you are working.

What's the procedure if I'm not well enough to go into work?

- If you are unable to attend any day of your assignment, please let us know as soon as possible. Our office hours are Monday- Friday 08.30 – 17.30 and we also have a 24-hour answer phone service.
- If you are in a long-term assignment and feel comfortable, please call the client before calling us. If not, call us first and we will make sure they are informed of your absence.
- An email can get lost so please make sure you call us firstly but then back-it up with an email if it's out of office hours so we are able to action it as soon as we arrive in the office.



What is the procedure for filling in a timesheet?

- Enter the total number of hours worked each day (to the nearest quarter hour), record any overtime separately and deduct time taken for lunch breaks.
- Calculate total hours worked
- Ask the client to sign and authorise your hours
- Photocopy your timesheet, keep one for your own records and give one to your manager.
- Send a copy to us either by fax or email. Fax it to us on 01223 462929 or email a scanned copy to jobs@annpettengell.co.uk

IMPORTANT: Getting your timesheet to us is your responsibility. We can't guarantee that we will chase you if we haven't received it by the deadline

What if I've forgotten my timesheet?

No problem, there is a blank timesheet within the "Temp Tool Kit" for you to download and fill in accordingly.

When will I get paid?

- Ann Pettengell operates a weekly payroll, processing pay for the previous week's work.
- Payment is made automatically every Friday into your bank/building society account.
- Your gross wage will be subject to deductions in respect of National Insurance, Income Tax and any other deductions we are required to make by law.
- Payslips can be accessed online through a secure service – login details will be sent out to you after your first week of work.

Am I Entitled to Holiday Pay?

- You are entitled to paid annual leave in accordance with the statutory minimum outlined by the Working Time regulations. The current statutory entitlement to paid annual leave is 5.6 weeks (28 days) per year pro rata.
- Paid annual leave is accrued in proportion to the amount of time worked during the leave year. You will accrue roughly 0.5 days per week (based on a 5 day working week)
- Your leave commences on the date you start your assignment. All leave must be taken during the course of your leave year and cannot be carried over to the next year.
- When you wish to take paid leaving during the course of an assignment, you will need to submit a holiday form to your consultant, giving notice of twice the length of time you wish to take off.

N.B. Public holidays are not paid to you automatically. If you wish to take them as paid leave, you will need to request them from your holiday entitlement.

What if my temporary job becomes permanent?

Temporary bookings can often lead to permanent jobs. If you are approached directly by the company regarding a permanent opportunity, please inform your consultant at the earliest opportunity and they will be able to assist you.



What if I don't like my assignment?

We are here to support you throughout your assignment so if you have any concerns or wish to leave a job, please contact your consultant at your earliest opportunity.

What if I have any other questions?

Please refer to your comprehensive starter pack that you were posted or ring your consultant at Ann Pettengell.