

Gordon · Yates

Welcome to the Gordon Yates Temp Team

We work with high quality employers across London and the UK. Meeting our clients and working with them over many years gives us a unique insight into the culture and the requirements of each position – temporary, contract or permanent.

Our mission is to provide outstanding people for our clients. When our temps exceed expectations, clients notice and come back for more. As a new temp, you are a beneficiary of all that has gone before. Don't break the chain. Be outstanding. It will create opportunity, not just for you but for everyone else as well.

Who's who in the GY temp team

- **Nadia Sharif** – Office Manager – nadia.sharif@gordonyates.co.uk
- **Sarah Mustafa** – Director – sarah.mustafa@gordonyates.co.uk
- **Claire Pearson** – Associate Director – claire.pearson@gordonyates.co.uk
- **Amy Bater** – Executive Consultant – amy.bater@gordonyates.co.uk
- **Paul Grace** – Payroll/Accounts Manager – paul.grace@gordonyates.co.uk
- **Ayhan Mustafa** – Payroll/Accounts Assistant – ayhan.mustafa@gordonyates.co.uk

Alongside the above we also have the GY perm team, the GY training division and the GY management team.

Please feel free to leave a message with anyone at Gordon Yates, we are always happy to help.

Exceeding expectations...

Be focused and committed at all times, it will help you to stand out.

Be punctual every day of your booking. Leave enough time for your journey.

Take care in your appearance and dress appropriately for the assignment. Company dress codes vary – we will let you know our client's style.

Take an interest in the organisation you are working for. If time permits, research via the internet. Listen and take notes from our brief to you about the environment, the job and the culture.

Keep your phone switched off during the day unless the client states otherwise. If you need to use e-mail or phone for personal reasons, check with your line manager first.

Make yourself aware of health and safety rules in the company and within your individual workplace.

Keep in touch. We will call you at least once a week during the assignment but feel free to call us too.

Send your timesheet in promptly. See the notes about timesheet deadlines and completion below, on page 2 and page 3.



Emergencies...

LET US KNOW IMMEDIATELY IF you are unwell or unable to make it to your assignment on time, for any reason at all.

We need you to talk to us if you can't get to your booking (email or text is NOT acceptable).

If outside of our core hours (8am to 6pm), email an emergency warning to your consultant AND call 020 7494 4466 to leave a voicemail message.

Expect us for our part to...

Listen and act as true consultants. We are aware it takes courage and confidence to temp and if it's your first time it can be daunting. This is where teamwork is essential and your Gordon Yates consultant will be genuinely interested in how the assignment is going.

Offer free skills training. GY uses the SHL training package. This is a sophisticated system and it can train or re-train you on various packages including MS Access, Excel, PowerPoint and Word.

Provide job hunting advice. We can help you with your CV and any job hunting tips you may need. A permanent consultant will welcome the chance to meet with you as well.

Offer help with tax and holiday pay questions. Our payroll team is on hand to help or point you in the right direction with any queries you may have. Please go to the Temp Team Hub for our guide to the UK tax system.

Talk to us about...

Temp reports. One of the key benefits of working through a long-established agency like Gordon Yates is that we have a lot of knowledge to share about the organisations and jobs we send you to – the culture, the work, and the people. An important source for this insight and knowledge is temps on assignment, who report back to us on the work they've been doing. This helps us provide a better service for both our temps and our clients.

Timesheets – deadlines...

Collating and calculating everyone's hours, pay and tax each week involves tight deadlines. Your co-operation is vital and appreciated.

Our timesheet week runs from Saturday to Friday. Your timesheet must be completed correctly and submitted to your approver, ideally by **7.00pm on Friday** evening but by **9.00am on Monday at the latest** because only CLIENT APPROVED timesheets can be paid.

Please get your timesheet in on time, so we can pay you on time.



Timesheets – how to complete...

We use an online portal for timesheets. Your first assignment with us triggers an invitation email with a link that allows you to set up login details for your Timesheet Portal account and to create/submit your timesheet.

The setup process requires you to create your own password.

Thereafter, you can access your account via the link in the Gordon Yates Temp Hub (scroll down to the temp hub Timesheet Portal link) -

www.gordon-yates.co.uk/cm/candidates/temp-hub

(or direct from here: <https://gordonyates.timesheetportal.com>)

- Here, timesheets can be created, saved as a draft, finalized and then submitted to your manager (approver of your timesheet)
- Use the 24-hour clock for start/finish times (e.g. 5.00 pm = 17.00)
- Add breaks as minutes and hours (e.g. 30 minutes = 00:30, 45 minutes = 00:45, 60 minutes = 01:00)
- The "working week" date range is shown top-right. If you create/submit your timesheet on the Saturday/Sunday after that working week (see "Timesheet - deadlines ... ") you may need to change the date range - please check BEFORE submitting your timesheet.

Just to re-iterate...

Timesheets that miss the APPROVED BY CLIENT deadline of midday don't get paid on time.

We hope you understand our need for deadlines if we are to pay everyone on time.

However, we also appreciate that problems do sometimes arise. If problems arise, please let us know immediately. We will do all we can to help.

Payroll reference numbers

When you start working as a GY temp, we'll give you your 4-digit payroll reference number. Please make a note of this number - you'll need it to request holiday pay or a P45.

Your unique payroll reference number is important. It helps ensure we pay the right person.

The payment process

Wages are paid to you weekly. Payslips are sent by email, so please ensure we have your correct email address.

Usually, your payslip will reach you late on Tuesday afternoon. Please check the details carefully and advise of any errors by 9am on Wednesday.

Wages are paid directly into your bank account on Friday.



Holiday pay

Holiday pay is a statutory requirement. At Gordon Yates, this is accrued automatically from your gross pay at a rate of 10.77%, which is designed to provide proper paid holiday. The amount is transferred week by week and the accumulated value of your holiday fund is shown each week on your payslip.

Please note your holiday pay is deducted before tax and when paid becomes part of your taxable pay.

You need to tell us when you want to take holiday.

To draw all or part of your holiday fund simply go to the Candidate Hub on the GY website:

<https://www.gordon-yates.co.uk/cm/candidates/temp-hub>

Then scroll down to the 'Holiday Pay Request' section, where you are able to advise us of the amount you want to draw and the Friday you want to receive payment.

When requesting holiday pay you will need your payroll reference number - see above.

Pay queries and UK tax

UK tax can be a bit of a mystery for non-UK residents (and sometimes for UK residents too). For a handy guide please go to the Temp Team Hub, where tax is explained in easy-to-understand language.

If you have a query with your tax, call HMRC on 0300 200 3300 and quote your NI number and the Gordon Yates tax reference number: 951 F968WW, or visit: www.hmrc.gov.uk

If you have a pay query please email our payroll team - payroll@gordonyates.co.uk - or contact your Gordon Yates consultant. Between us we'll sort it out.

Thank you for temping through Gordon Yates

We want to provide a personal, supportive service for all our temps. If you have any questions at all please just ask - we are here to help.

Gordon Yates
020 7494 4466
www.gordon-yates.co.uk