

## 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

- **Kay Cox** – Reception Manager - [kay.cox@gordonyates.co.uk](mailto:kay.cox@gordonyates.co.uk)
- **Sarah Mustafa** – Director – [sarah.mustafa@gordonyates.co.uk](mailto:sarah.mustafa@gordonyates.co.uk)
- **Claire Harrop** – Associate Director – [claire.harrop@gordonyates.co.uk](mailto:claire.harrop@gordonyates.co.uk)
- **Amy Bater** – Executive Consultant – [amy.bater@gordonyates.co.uk](mailto:amy.bater@gordonyates.co.uk)
- **Mehmet Yilmaz** – Temps Consultant - [mehmet.yilmaz@gordonyates.co.uk](mailto:mehmet.yilmaz@gordonyates.co.uk)
- **Paul Grace** – Payroll/Accounts Manager – [paul.grace@gordonyates.co.uk](mailto:paul.grace@gordonyates.co.uk)
- **Ayhan Mustafa** – Payroll/Accounts Assistant – [ayhan.mustafa@gordonyates.co.uk](mailto: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 team work is essential and your Gordon Yates consultant will be genuinely interested in how the assignment is going.

**Offer free skills training.** GY uses the Prove It 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 consultant 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. This helps you to deliver a better quality job. An important source for this insight and knowledge is temps on assignment, who submit detailed reports about the work they've been doing. We pay bonuses of up to £50 a time for these reports. So our temps benefit from extra cash, and the whole team benefits from the knowledge shared – which in turn benefits 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, ideally by **7.00pm on Friday** evening but by **noon on Monday at the latest** to enable us to pay you on time.

**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. Before accessing you will need to set up your login details as per the invitation email sent to you on registration. Once registered:

- Go to the Gordon Yates website ([www.gordonyates.co.uk](http://www.gordonyates.co.uk))
- Click on Temp Team Hub, and then Getting Paid
- Select Timesheets, then follow instructions to access the portal

Just to re-iterate...

### Timesheets that miss the deadline don't get paid.

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. Thereafter this number appears with your name on every payslip email you receive. Please make a note of this number – you'll need it to access your payslip, and to access the Temp Team Hub when requesting 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 e-mail address.

Usually, your payslip will reach you late on Tuesday afternoon. Please check the details carefully, and advise of any errors by 10am on Wednesday.

Wages are paid directly into your bank account on Friday.



## Holiday pay

Holiday pay is deducted from your hourly pay. This is a statutory requirement, designed to give temps an opportunity to take proper paid holiday. The amount deducted is accumulated week by week. The 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 Temp Team Hub on the GY website and to the Holiday 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](http://www.hmrc.gov.uk)

If you have a pay query please e-mail our payroll team – [payroll@gordonyates.co.uk](mailto: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.

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