



## Temporary Workers Handbook

### Remember Timesheet Deadline is 9AM Monday

*(Deadlines may be changed, due to Public Holidays, we will notify of any amendments)*

Please do not hesitate to contact us if you have any queries, with any of the following:

Department	Name	Telephone number
Email	All timesheets and holiday pay requests to be sent to	<a href="mailto:time.sheets@careermovesgroup.co.uk">time.sheets@careermovesgroup.co.uk</a>
Email	All queries / issues regarding pay / tax / pay-slips etc.	<a href="mailto:payroll@careermovesgroup.co.uk">payroll@careermovesgroup.co.uk</a>
Payroll	Stephanie Thomson	020 7758 4309
Timesheets	Lauren Kett	0207 758 4317
General	Career Moves Team	020 7758 4300

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### Timesheets

#### **Q: How many timesheets do I need to complete?**

You need one timesheet per assignment on a weekly basis. If you have two assignments in one week, with different clients, you need two separate timesheets.

#### **Q: How do I get a timesheet?**

We use an online timesheet portal. If this is your first time working for Career Moves, we will supply you with login details and a guide to the online portal. If you have worked for us previously you can use your pre-existing login details. If you have forgotten your username and password please contact a member of the Career Moves team to reset this for you.

#### **Q: How do I submit my timesheet?**

Using your logins to the online portal, you log in to your homepage, find the relevant timesheet, enter your hours and click send. You can follow our detailed guide, which will be provided to you, for more comprehensive instructions. If you need another copy of the guide please don't hesitate to ask. Once your hours have been submitted, your line manager/timesheet approver will be notified by email and they will then have the option to login and approve or reject your hours. Once they've approved, the timesheet is automatically sent through to the Career Moves team.

#### **Q: Will I be paid be lunchbreaks?**

Lunchbreaks are unpaid and should be deducted when you total up your hours on your weekly timesheet. If you are entering your start, end and break times via our online portal, this will automatically deduct your lunchbreaks from the total hours submitted.



Please ensure all information is correct, as this may delay your pay. Also, ensure your timesheet is approved by your line manager and reaches us by **9am on Monday**, to ensure you are paid the same Friday. Timesheets received after, will not be processed until the following week's payroll.

Please contact your Consultant regarding any issues with the online portal.

### Payment

#### **Q: When do I get paid?**

You are paid via bank transfer (using the UK bank details you provided). This will show in your bank account on each Friday, in arrears. For instance, if you work Monday 1<sup>st</sup> to Friday 5<sup>th</sup>, you would be paid on Friday 12<sup>th</sup>.

#### **Q: What happens if the payment date falls on a Bank Holiday?**

You will be paid on the Thursday, if the Friday is a Bank Holiday. Communication will be sent out prior, just to confirm all the dates and deadlines!

### Holiday Pay

#### **Q: How does it work?**

Holiday entitlement applies to PAYE temps only. As part of the Working Time Regulations (1998), temporary workers are entitled to be paid annual leave as outlined below:

- 28 days annual leave per year, pro rated (some clients may offer more days holiday, but this varies from client to client)
- Holiday pay accrues from the date of your first assignment with Career Moves Group. This is your anniversary date, and you must claim all holiday before the year runs out. If you are unsure of your anniversary date please contact a member of the Career Moves team
- Holiday is calculated using your average earnings over the previous 12 weeks, and will therefore not be equal to your usual pay rate (unless you have not had one day off in 12 weeks!)
- You can only claim holiday pay, for days you have accrued
- On termination of employment, payment will be made in lieu of holiday accrued
- Please request your holiday pay through the online timesheet portal. You can request full or half days holiday pay. See the online timesheet guide for more information

#### **Q: How much do I accrue each week?**

This depends on your holiday entitlement. The legal minimum is 28 days per annum, inclusive of the 8 bank holidays. Based on a 28 day entitlement you will accrue approximately half a days holiday for every full week worked.

#### **Q: How do I know how much I have accrued?**

You can see your holiday accrual, on your payslip:

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NI Code           A
Annual Leave (Weeks) Due 0.43

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In this instance; 0.43 is equal to slightly more than 2 days.

½ Day = 0.10

1 Days = 0.20

2 Days = 0.40

5 Days = 1.00

6 Days = 1.20

#### **Q: How is my holiday calculated?**

Entitlement is generated on a 12 weekly average. Your pay rate, and hourly week is averaged, and your holiday paid out in accordance to this calculation. For example, if you worked 40 hours per week, and was paid £10 per hour, for the last 12 weeks:

*If you requested to be paid a weeks holiday = Avg Pay is £10ph, Avg Hr Wk is 40hrs = Payment will be £400 (40x10)*

*If you requested to be paid two days holiday = Avg Pay is £10ph, Avg Hr Wk is 40hrs = Payment will be £160 (16x10)*

**Q: How do I get paid holiday pay?**

Any absences from work should be authorised by your line manager, and then holiday pay can be requested from Career Moves. Please request your holiday pay through the online timesheet portal. You can request full or half days holiday pay. See the online timesheet guide for more information. If you would like to be absent but not use any holiday entitlement, you can submit your timesheet with a days unpaid holiday.

**Q: Bank Holidays**

Even though Bank Holidays are included in your accrual, they are NOT paid automatically. You will need to email the timesheet address to be paid for bank holidays or, if you are submitting your hours via our online portal, select the holiday pay from the drop-down option for this particular day. You can follow our detailed guide, which will be provided to you, for more comprehensive instructions.

### Sick Pay

Following 4 or more consecutive days off sick, temporary workers may be entitled to statutory sick pay.

If you are off for 4 days or more and you wish to claim SSP, you will need to complete an SSP1 form which you can get from the Inland Revenue website. If you are off for less than 4 days there is definitely NO payment due.

As your Employer we have a tool to check your eligibility and entitlement, however we need a copy of the SSP1 in order to assess this. See this link for more info: <https://www.gov.uk/employers-sick-pay/eligibility-and-form-ssp1>

### Tax

**Q: P45 or Starter Checklist (previously called P46), what is the difference?**

A **P45** is a document you get from your employer when you leave your job with them. It is a summary of how much you have been paid during the financial year and how much tax has been deducted.

A **Starter Checklist** is used when an employee **doesn't have a P45** because the new job is their first, or because they have decided to take on a second job. It will be your own responsibility to fill out this form and enter details such as whether you have been claiming Jobseeker's Allowance or paying off a student loan.

**Q: What is more beneficial, a P45 or STARTER CHECKLIST?**

P45 all the way! Now that taxes are reported in real time (week by week basis), a P45 ensures you are paying the correct amount of tax, from day one! STARTER CHECKLISTS should only be used as a last resort!

**Q: I cannot get hold of my P45, what do I do?**

If for whatever reason, you do not have a P45, we can send you a STARTER CHECKLIST form to complete. You will need to declare your working status, by ticking either; A, B or C. This form is then sent to HM Revenue to update your work history. HMRC can amend your tax code, if they see it as necessary.

**Q: I think I am being over taxed?**

You can contact our Accounts Department, on 0207-758-4300 and we can check your records and advise you, what tax code you are on. However, we cannot amend your tax code, unless advised by HMRC. You can alternatively, contact the tax office directly on 0300-200-3200, quoting your National Insurance number, and discussing this with them.

### Agency Workers Regulations

**Q: What are the Agency Workers Regulations (AWR)?**

On 1<sup>st</sup> October 2011 AWR legislation came into force. This is a set of regulations which provide all agency workers with a right to equal treatment with their directly recruited equivalents after a 12 week qualifying period.

Equal treatment applies to basic working and employment conditions and covers:

- Duration of working time
- Breaks
- Overtime
- Rest periods



- Night work
- Holidays
- Public holidays
- Pay - please see below

Pay includes basic pay plus any overtime, payment for annual leave bonuses or commission payments directly linked to the quality or quantity of the work done by an agency worker and vouchers or stamps with a monetary value. From day one of a booking you will be entitled to access certain facilities and information provided by the hirer. These can include access to job vacancies, canteens, childcare and transport. These will be confirmed at the time of your booking and can vary.

#### **Q: Who do they apply to?**

All agency workers, including those via an umbrella company. Self employed/Ltd Company contractors are not included.

#### **Q: How is the 12 weeks qualifying period calculated?**

It is 12 calendar weeks regardless of working pattern. The qualifying period is not retrospective and starts from 1 October 2011. A new qualifying period begins when:

- A new assignment with a new employer starts
- A new assignment with the same employer is considerably different
- There is a break of more than 6 weeks between assignments in the same role

The clock will pause when:

- Any reason where this a break of less than 6 weeks
- Sick absence pauses the clock for up to 26 weeks
- Annual leave
- Shut downs
- Jury service pauses the clock for up to 28 weeks
- Industrial action

The clock continues to tick during any pregnancy or maternity leave absence.

### **Pension**

The Government wants to encourage all of us to save for our retirement, so it has introduced legislation which means that every employer must enroll their workers into a pension scheme if they are not already in one. This is called '**automatic enrolment**' and it will affect you., but only once you have been working for us for 3 months. You will automatically be opted in after this period, if you meet the following qualifying criteria:

- You are at least 22 years old but under State Pension Age **and**
- Your gross pay for the week is more than £192 (equivalent to £10,000 a year or £833 a month (this is known as the 'Earnings Trigger') **and**
- You usually work in the UK

Our chosen pension provider is Nest, and once opted in you will receive a joining pack from Nest. Contributions are 1% of earnings. However you are entitled to opt out, and details of how to do this will be contained in the joining pack you receive from Nest. Please contact us for more information: [payroll@careermovesgroup.co.uk](mailto:payroll@careermovesgroup.co.uk)

### **Leaving Career Moves Group**

#### **Q: What do I need to do, if I am leaving Career Moves Group?**

You will need a P45, outlining your total earnings, and tax payments, so you can give this to your new employer. All you need to do is to email: [time.sheets@careermovesgroup.co.uk](mailto:time.sheets@careermovesgroup.co.uk) requesting your P45, stating when your last work date was. As well as your P45, you will also receive all your outstanding holiday pay. This cannot be processed until your final timesheet/pay has been processed first.