
Overview

This standard is about the additional requirements necessary in the day-to-day co-ordination and management of temporary workers. It is relevant to those working within an employment business

Co-ordinate and manage temporary workers

Performance criteria

Work with hirers to meet their need for temporary workers

- You must be able to:*
- P1 negotiate and agree hourly pay rates with temporary workers
 - P2 agree procedures to be followed in the day-to-day coordination of temporary workers
 - P3 resolve all hirer issues, questions and concerns promptly
 - P4 confirm that the hirer can provide an environment for temporary workers which conforms to current requirements in terms of health and safety

Identify suitable workers to fill temporary positions

- You must be able to:*
- P5 complete full referencing of temporary workers prior to assignment using all required tests, checks and processes
 - P6 provide full details of the assignment to the temporary worker
 - P7 confirm that temporary workers are committed to an assignment which meets their requirements
 - P8 keep the hirer informed during the booking process and provide full details of the assigned temporary worker
 - P9 maintain full and accurate records in line with organisational procedures and ethical and legal requirements

Co-ordinate the activities of temporary workers

- You must be able to:*
- P10 plan to fill hirer requirements for temporary orders taking into account their availability
 - P11 make sure that full and thorough health and safety induction is conducted with all temporary workers
 - P12 maintain agreed contact with temporary workers
 - P13 resolve temporary worker issues, questions and concerns promptly
 - P14 operate grievance, disciplinary and dismissal procedures where required and appropriate to the contract type
 - P15 make sure procedures are in place so that temporary workers receive accurate and timely payment
 - P16 monitor unfilled or cancelled orders and implement processes to keep these to a minimum
 - P17 maintain contact with inactive temporary workers to maintain their commitment to undertaking temporary work for the organisation in the future
 - P18 manage offers to workers to move from temporary work to permanent employment in line with organisation's procedures and ethical codes of conduct

Co-ordinate and manage temporary workers

Knowledge and understanding

You need to know and understand:

- K1 relevant organisational procedures, codes of practice and legislation
- K2 the employment rights of temporary workers and your organisation's obligations in meeting them
- K3 relevant legislation and organisational procedures for safeguarding confidentiality
- K4 relevant legislation and organisational procedures for obtaining and recording information
- K5 the importance of working within agreed timescales and budgets
- K6 organisation procedures and guidelines for dealing with complaints from clients/recruiting managers and / or temporary workers
- K7 the documentation required for recruitment purposes
- K8 how to select appropriate procedures for use in the recruitment and selection process

You need to know and understand:

Work with hirers to meet their need for temporary workers

- K9 how to negotiate and agree hourly pay rates for temporary workers taking into account existing organisational and national rates
- K10 the types of hirer issues, questions and concerns that can arise and how to resolve them
- K11 health and safety requirements for temporary workers within the hirer's organisation

You need to know and understand:

Identify suitable workers to fill temporary positions

- K12 tests, checks and processes required to reference temporary workers
- K13 the purpose of confirming temporary workers are committed to an assignment
- K14 why hirers should be kept informed during the booking process

You need to know and understand:

Co-ordinate the activities of temporary workers

- K15 why holidays, sickness and other commitments need to be considered when planning temporary workers availability
- K16 why health and safety induction is conducted with temporary workers
- K17 why ongoing appraisal is conducted with temporary workers, where appropriate to the contract type.
- K18 methods of maintaining contact with temporary workers
- K19 types of temporary worker issues, questions and concerns that can arise and how to resolve them
- K20 the types of contract to which grievance, disciplinary and dismissal procedures apply and how to use these procedures where required
- K21 how to monitor unfilled or cancelled orders and implement processes to keep these to a minimum
- K22 the purpose of maintaining contact with inactive temporary workers
- K23 how to manage offers to workers to move from temporary work to permanent employment in line with organisation's procedures and ethical

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Co-ordinate and manage temporary workers

codes of conduct

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