



**Your**

**Ultimate Guide to Using a Temporary  
Recruitment Agency**



# The Ultimate Guide to Using a Temporary Recruitment Agency

In today's business environment, there is a need to work smarter and more efficiently and effectively with a real focus on working on the right activities to achieve the desired business outcomes. Accounting for every Pound is fundamental for Manager's responsible for delivering results through organisational performance. Human resource is both essential and expensive; so many businesses are taking advantage of the considerable benefits of using Temporary Workers.

Temporary Workers represent a significant percentage of today's working population around the UK, in fact the reported UK Temp market place is work in excess of £24Bn and there are advantages in the areas of cost, flexibility, performance and management.

## Cost Advantages

- Employment costs and administration
- Benefit costs and administration
- Sickness / Absence
- Training and development
- Buy in specific workers only when its needed

## Flexibility

- Ramp up or cut back on your staffing levels dependant on demand.
- Contractor hiring process significantly faster the permanent hiring
- Easy to terminate or extend contractor services
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## Performance & Fit

- You can try before you buy in that If performance is not satisfactory you can take remedial action quickly
- You can evaluate Contractor performance and team/cultural fit with very little risk
- You have an opportunity to evaluate the Temporary Worker against a permanent role if applicable



## **Management**

- HR support from the Temporary Recruitment Agency provider
- Problems resolution from the Temporary Recruitment Agency provider

Temporary Workers are a real business solution and can work really well, but there is the potential for it to go horribly wrong, with significant consequences that could cost you time, money, embarrassment and your personal reputation as a hiring decision maker.

However, steps can be taken to eliminate that risk, in the form of a robust process for the hiring of Contractors.

Let me explain.....

### **1 Preparation**

Before you take on a Temporary Worker, it's important that you understand the job or project and the specialist skills, knowledge and experience that will help you to achieve the best results. Consider whether you want a specialist in a specific area or someone who has wider experience and can help you to work through any complexities that may come up as part of a project.

### **2 Research**

Search widely, utilise your network and connections for recommendations, approach other people in your business and use the internet. Don't necessarily rely on your PSL if you have one and don't just go for big name providers. Smaller providers can deliver for you and are often more invested in your success going the extra mile and offer better value for money. it

### **3 The Temporary recruitment Agency**

Does the Temporary Recruitment Agency listen and hear you? Can they understand and evaluate the job or projects you describe? Or do they appear to shape your needs into the thinking they have brought with them?

How does the Temporary Recruitment Agency respond to your description of the job or project? Are they simply repeating or paraphrasing what you say, or are they reframing your needs to help both of you understand what you want to achieve?

Do you feel that your discussions with the Temporary Recruitment Agency are part of an open, creative process? You need to combine the ideas and experiences of the Temporary Recruitment Agency with your needs and desired outcomes.

A good Temporary recruitment Agency will have a range of tools and techniques at their disposal and should be able to describe a process from where you are now to where you want to be. This will reassure you that they understand what needs to be done. You should feel that the Temporary recruitment Agency has added real value even before you choose to work with them.

### **4 Look Back**

You need evidence that the Temporary Recruitment Agency has achieved results elsewhere. Their willingness to share previous successes and failures with you not only makes a statement about their competence, but also informs you about the importance they place on measures of success and delivering results rather than simply working through a process.



## **5 Right For You**

Only when you are satisfied that the Temporary Recruitment Agency meets all your needs should you start thinking about your relationship with them. Doing this any earlier can cloud your judgment. A good way for you to test their fit is to consider how comfortable you would feel about this person sitting alongside you in an important meeting. Your answer will give an accurate intuitive measure of how you feel about the working relationship.

## **6 A Good Fit**

New faces around your office can make people feel uneasy. Ensure that your team are clear about what the Temporary Worker is doing and if necessary, how this affects them. There could be occasions when complete and open communication might not be appropriate, but you should always consider the impact an outsider will have on morale.

## **7 Results**

When you're in the "getting it done" phase, the process can sometimes get complicated and become unclear. Trust your earlier judgment and let your Temporary Worker help you to work through potential challenges. Focus the agreed measures of performance, milestones and desired results.

## **8 Ask yourself questions about the Temporary Worker to help you determine their suitability.**

- Are they listening - are you really being heard?
- Are they helping you to explore and understand the job or project better?
- Are they interested in your needs?
- Are they meeting your needs?
- Are they happy to be challenged - do they encourage it?
- Are they clear about how they will tackle the job or project?
- Are they keen to agree and achieve measures of success?
- Will they complement your team and organisational culture?



