

Employment Services



Administration Assistants/Call Centre Staff

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Change Mechanism

Any person seeking to alter this document must consult the author before making any change.

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ABOUT US

Wingate Blackpool intends to become Blackpool's leading provider of administration staffing solutions to the Hotel, professional services and retail sectors. Our staff provides over 15 years' experience of introducing high quality staff into hotels, offices and retail establishments. Regardless of the size of the requirement no other staffing agency has similar longevity, expertise or insight into these sectors.

We offer an informed, professional and efficient service with an honest and open approach. Since no organisation or event is the same we believe in treating all our clients individually and we specialise in ensuring placing staff correctly to suit the environment and the talent required.

Our staff are highly sought after and are an invaluable addition to our clients' workforce.

Our register of temporary workers is, we believe, one of the best, we care immensely about the service we provide, both to our clients and to our staff. We are a principled organisation and feel a responsibility towards the people at the end of our service, i.e. you!

As we are a small business, we are able to provide an excellent personal service to both our staff and our clients. Many of our clients have attested to the fact that our experienced internal team is always friendly, supportive and professional; ready to rise to the challenge of tailoring our service to suit their needs and provide them with the right person for their individual needs.

Whether your requirement is for temporary reception staff, filing clerks, call centre operators or data entry operators let Wingate Blackpool Ltd remove the pressure and reduce your costs of covering your staff shortages you may be surprised at how inexpensive a Wingate recruit can be!



***Specialists in placing fully
trained office
staff***

What are the benefits of using Wingate Blackpool to recruit your temporary staff?



No quibble guarantee! If you are not satisfied with the quality of the worker we send to you within 4 hours of them starting, you will not be charged for that time and the employee will be replaced with a more suitable replacement.

Personal Recruitment Officer. Once you decide to work with us, we will assign a permanent contact to you, this person will be an expert in your sector and will be your key contact in your dealings with us.

24/7 Service. We can be contacted 24 hours a day 7 days a week. As a valued customer you will be given a out of hours support number in case you need assistance – whatever the problem, we are here to help – always.

Quality is important to us! And it's not over after you sign a contract either. With our quality checks, we have developed a system for checking performance against a set of key performance indicators. Your personal recruitment officer, in consultation with you, will tailor the KPI's to meet your needs. Measuring the performance of temporary workers will give you the tools to help them improve.

Small independent company. We will look after your business better than many of our competitors because we are an independent family run business. Your custom is important to us and to our success. We see that a good enough reason to get it right first time and every time.



Plain English pricing plans. With plain English pricing plans from us you will know exactly what we will pay the worker and what we will charge you by the hour, day and week. This will put you in control of your costs and budgets.

Cost control. We charge by the hour or part thereof. With the need to keep a tight control of costs you can rest in the knowledge that at Wingate Blackpool Ltd you are only charged for the labour you use. We are confident that no other agency goes to the lengths we do, to provide a good service. No matter how little notice we receive, we aim to fill all shift requests.

Fully trained call centre staff available for long and short contract work.



The recruitment process

In order to recruit the worker who provides quality & relevant experience, we use a process that enables us to thoroughly vet each applicant.

All staff placed out to work has to complete the following registration procedure: -

- All potential staff are initially vetted over the telephone.
 - “How do they come across? Can they turn up for an interview on time? “
- Recruits are required to complete an application form detailing the persons work history.
 - “Any gaps in their employment are picked up here and scrutinised. We can ascertain reasons for leaving previous jobs and what their roles were in each of the vacancies”
- Complete an experience sheet.
 - “Experience sheets help us to select and match the workers specific skill to your exact requirements. They help us break down the workers skills, be it a skilled or unskilled person, into their core components.”
- Proof of Identification always checked.
 - “We comply with all the latest Government legislation on employing workers, whether they be an UK or EU national or an Overseas worker, you will never be sent an staff member who does not have the right to work in the UK”
- Sign a terms & conditions of engagement and if applicable “Opt out of the 48hour” working week agreement.
 - “We take care and ensure that we meet and work in line with all the current guidelines and government legislation”
- Only then does a face to face interview take place.
 - “From this interview we, can ascertain reasons for leaving previous jobs and what their roles were in each of the previous job vacancies. We can also gauge their suitability, adaptability and reliability to work on behalf of Wingate Blackpool Ltd within a client organisation”
- References checked.
 - “This confirms when they worked for the company, the position they held within the company, how they fitted in terms of their attendance and punctuality, performance, relations with work colleagues, honesty, integrity, attitude towards health and safety and whether or not they would reengage the applicant”



- Training.
 - ALL our staff receive a minimum of 8 weeks training (full time) before we send them out. Staff will receive (as a minimum):

First Aid (HSE Approved First Aid at work)
Manual Handling Level 2
Food Hygiene Level 2
Health and Safety Level 2
Fire awareness Level 2
COSHH Level 2

And they will possess or will be working towards a Level 2 or 3 Certificate in Customer Service.

Documentation that can be provided on request (if needed):

- Birth Certificate
- An Enhanced CRB certificate
- A utility bill which shows your current address (phone/gas/water bill)
- NI Card
- Driving License

At Wingate Blackpool Limited, we are positive we can provide you the ideal temporary staff to meet your needs, day or night. We strive to constantly improve our services and will gladly listen to any constructive ideas on how we can better serve you.

We would be pleased to meet with you to discuss your needs, please do not hesitate to contact us and talk to a specialist in your area of interest:



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