

COMMERCIAL IN CONFIDENCE

# TEMPING GUIDE

## for Temporary Employees



Temping Guide

# EMERGENT

[emergent.co.nz](http://emergent.co.nz)

# Contents

<b>Introduction – Who are we? .....</b>	<b>3</b>
This Guide .....	3
Office Hours.....	3
<b>Why work for Emergent Business Support &amp; Legal? .....</b>	<b>3</b>
A Working Partnership.....	3
Working Together .....	4
<b>Meet the team .....</b>	<b>6</b>
<b>What to expect when temping?.....</b>	<b>8</b>
The Assignment Process .....	8
During the Assignment .....	9
Your Contract.....	9
Extra Hours/Overtime .....	9
Lunch and Rest Breaks .....	9
Attendance and Sickness.....	10
<b>Everything Payroll .....</b>	<b>10</b>
Timesheets .....	10
Wages .....	10
Holiday Pay .....	10
KiwiSaver .....	11
General Payroll Enquiries .....	11
<b>Staying in Contact.....</b>	<b>11</b>
Open Lines of Communication.....	11
<b>Adding value to you and your career!.....</b>	<b>11</b>
Recognition Awards .....	12
Social Events .....	12
Mental Wellbeing .....	12
Financial Wellbeing.....	13
<b>Feedback and Suggestions .....</b>	<b>13</b>
<b>Referrals – GET REWARDED! .....</b>	<b>13</b>
Refer a Friend .....	14
Referrals to Clients .....	14
<b>FREQUENTLY ASKED QUESTIONS .....</b>	<b>15</b>
<b>Health &amp; Safety Guide .....</b>	<b>16</b>
<b>Contact Details.....</b>	<b>16</b>

## Introduction – Who are we?

Established in 2002, we are a Kiwi owned agency, well established and has a name synonymous with providing a quality service to candidates and clients alike.

Emergent Business Support & Legal division specialises in the provision of experienced and skilled Temporary and Permanent staff to a wide variety of businesses.

This guide is aimed at providing information about the fundamentals of temping - how temping works, processes, benefits of working with us, and expectations.

### This Guide

This is your guide to temping with Emergent Business Support & Legal. If you have any concerns or queries not addressed in this handbook, please get in touch. 09 353 2001

### Office Hours

We are open 8:00am- 5:30pm Monday – Friday.

## Why work for Emergent Business Support & Legal?

We are a long-standing and well-established team of Recruitment and HR professionals.

We can offer you work with a great portfolio of clients, rates of pay to match your experience, and on-going benefits.

We offer a thorough interview along with state-of-the-art testing. We take the time to listen to everyone's individual requirements to ensure we understand you - in order to match you to a great role.

### A Working Partnership

Emergent Business Support & Legal provides an honest, flexible and timely service based on successful, sound business practices, and market experience.

#### We offer:

- A thorough, professional and consultative service
- Open and honest communication
- A number of readily available & regular work opportunities
- A prestigious client portfolio with a number of preferred supplier agreements in place
- Solid advice about employment options
- CV, interview and up skilling advice
- Market advice
- Skills assessments and free training / up-skilling
- Effective and easy payroll solutions including online interactive timesheets – candidate initiated invoicing and reporting  
Weekly

- Weekly pay, electronic, payslips, handy online timesheets
- On-going support before, during and after assignments

## Working Together

We offer an exemplary service to all and in return we ask the following of all our candidates:

- **Flexibility** - This is essential. Assignments and client need's sometimes change so you need a reasonable degree of flexibility.
- **Prompt Attendance** - It is important that you arrive on time each day, if on occasion this is not possible please ensure you contact us at least 30 minutes prior to your start time so we can inform the client of the delay.
- **Sickness Reporting** – If you are unable to go into work because of illness you need to call our office at 8am to let one of our team know, so that we can make the necessary arrangements to cover your role.
- **New Opportunities** - Be open-minded about a range of assignments, as they will expose you to different organisations, cultures, and help further develop your skills. Sometimes we don't have your 'ideal role' immediately (particularly if they are short-term cover), however we can offer you 'fill-in' roles until we find you the 'ideal role'. We will always be candid when briefing you about new opportunities – we give you the full picture in order for you to make an informed decision.
- **Commitment** - Unless you have been contacted about a short-term role, we will always give you time to consider a new role, we will never coerce you into a role that is not 100% right. We do this as we want to alleviate any uncertainty, as once you have committed to a role you are obliged to complete the full duration of the assignment.
- **Crucial to our clients** for the effectiveness of running their business. Our clients are entrusting us to find someone suitable not just from a skills perspective, but also commitment and if this is not fulfilled it can reflect badly on everyone.
- **Stay in touch** - Please keep us up to date about availability, we realise as a temp this changes frequently, if you are unable to call us, please drop one of the team an email about availability. This is a great help for us when it comes to contacting candidates about new work opportunities. It also means if we know you are coming to an end of another assignment we can find you something as soon as you are back available for work!
- We realise mobile calls can be costly so if you prefer to text or email that's fine. Please note: It is important that you keep us up-to-date with any changes to your contact details – especially email and phone details.
- **Communication** - Impress people with your professional, proactive and friendly approach. We find that temps who display these attributes are often requested back to our clients and in many cases, it leads to receiving offers for contract or permanent employment with our clients.
- **Social media updates** - We also update our Facebook, Twitter, Instagram and LinkedIn pages regularly with new roles, so please like and follow to keep up to date with the latest opportunities!

- **Working Relationships** - Emergent are your employer, this means that any contact in relation to the following points should to be directed to Emergent in the first instance. This includes:
  - Change in duties, rates, hours, and relationship issues
  - Any time off required for any reason, this includes sick leave, holiday pay and bereavement leave
  - Should you have any concerns whatsoever, please also talk to your consultant in the first instant

## Meet the team



**Debbie Tuck**  
**Consulting Manager**  
**Tel: 09 353 2007**  
**Email: [Debbie.Tuck@emergent.co.nz](mailto:Debbie.Tuck@emergent.co.nz)**



Debbie is the Consulting Manager for the Business Support & Legal division. With over 16 years' experience as a Recruitment Consultant specialising in temporary and contract recruitment, her strength is in business support and legal recruitment across all industries. Debbie leads the division and is responsible for recruiting clients' incredible business support team.

Having always worked in a demanding and ever-changing environment Debbie's team are particularly good at accommodating and adapting to client's requirements.



**Sukhy Mander**  
**Recruitment Consultant**  
**Tel: 09 353 2004**  
**Email: [Sukhy.Mander@emergent.co.nz](mailto:Sukhy.Mander@emergent.co.nz)**



Sukhy joined the Emergent team in 2017 as Recruitment Coordinator for our Business Support division but was quickly promoted to a consultant given her natural ability to thrive and source talent.

Originally from London, Sukhy has travelled extensively. She has a diverse career background covering many different roles in multiple countries Sukhy understands first-hand the requirements of many business support roles, as well as the benefits and challenges of working in them as a permanent or temp employee.



**Kate Corkery**  
**Recruitment Consultant**  
**Tel: 09 973 4482**  
**Email: [Kate.Corkery@emergent.co.nz](mailto:Kate.Corkery@emergent.co.nz)**



Kate has been recruiting roles across the Business Support space for the past 2 years and has built a trusted name in the market with both candidates and clients. Prior to recruitment Kate worked in advertising as a Senior Account Manager for 3 years. She has a passion for working with people, building relationships and finding solutions. Kate she is proud to be a part of the Emergent team and work within a culture is so focused on building strong client and candidate relationships.



**Brodie Mulcahy**  
**Recruitment Consultant**  
**Tel: 09 353 2008**  
**Email: [Brodie.Mulcahy@emergent.co.nz](mailto:Brodie.Mulcahy@emergent.co.nz)**



Brodie joined emergent with a passion for working with people. She graduated with a Bachelor of Communications and Business with a major in Human Resources and completed an internship focusing on recruitment and learning and development. Brodie initially joined Emergent as a recruitment coordinator and soon found her passion for recruitment, building relationships and problem solving.



**Mikaela Davenhill**  
**Recruitment Consultant**  
**Tel: 09 366 3886**  
**Email: [Mikaela.Davenhill@emergent.co.nz](mailto:Mikaela.Davenhill@emergent.co.nz)**



Recruitment Consultant at Emergent specialising in recruitment for multiple areas of Business Support including: Office and Executive support, HR/Recruitment, Finance, Sales & Marketing and IT support in both Permanent and Temporary capacities.



**Samantha Lee**  
**Recruitment Consultant**  
**Tel: 09 353 2006**  
**Email: [Samantha.Lee@emergent.co.nz](mailto:Samantha.Lee@emergent.co.nz)**



Samantha comes into our team with a background in business support, talent acquisition and compliance in both corporate and agency recruitment.

She has a passion connecting with people and understanding what fulfils them in their career paths. As a graduate in Human Resources Management, she has a vision for supporting businesses to succeed while ensuring that employees are valued. Samantha is collaborative and cheerful in nature and she is excited to be part of a team driven to build rapport with clients and candidates alike.

## What to expect when temping?

**Our clients** are able to hire the right people and skills by utilising temporary staff, for their business needs—right now! We provide 'Temporary Employees' as an extension to a client's existing resources, in order to handle those things that they are unable to do themselves. Clients require temporary staff because of capacity, experience or employee absence (e.g. maternity leave, sick leave), and specific project needs to name but a few.

**A great way to get experience** in different industries, in many cases 'temping' leads to an offer for a permanent role. It's also a great way to meet new people, learn new skills, a flexible way to work, and it can enhance your CV.

**An assignment can vary** from one day through to several months depending on the clients need for hiring a temporary resource.

**Senior and 'meaty' roles** generally have a greater lead-time; however, assignments are often called in to us in 'the last minute', and sometimes you won't know what or where you will be working until the day you are required – that's just the nature of temping!

Of course, sometimes as a temp you can be 'thrown into the deep end' which is why we encourage all candidates to contact us anytime for any support or advice during their assignments with us—after all that is what we are here for! We consider all of our temporary workers to be part of our team, and we feel an important part of our job is to support you on an on-going basis.

**At least 50% of our Temporary roles** are given to us with little or short notice (most frequently covering for an ill employee), so be prepared for early morning calls and evening calls about a sudden assignment or present a new client.

## The Assignment Process

**We will contact you when we have an assignment well suited to your background, skills and/or your personal preferences.** We take a very detailed job description from clients to get a good outline of the level of skill required for an assignment; the right personality to fit the culture; and the style of manager(s) – this enables us to carefully match temps to clients to ensure you have a productive and enjoyable assignment.

Someone in our team will phone or email you to establish your suitability, interest and availability. Once established, we present you to the client – and, provided they are happy with your skills and background, a brief interview and/or start date will be organised.

When an assignment has been accepted and a start date established, the team will send you a contract and ensure you know where you are going, whom you are meeting with and confirm your pay rate. This is all confirmed verbally and in writing.

Once you have started the assignment, we will contact you to check you are settling in well. Please be sure to notify our nominated team member/s if the nature of the role changes at any time during your assignment. Remember your Consultant is your advocate - we are here to ensure your welfare and satisfaction.



## During the Assignment

We will stay in regular contact with you throughout the assignment to see how you are progressing, however should you have any issues in between, please feel free to call us for a confidential chat. We also do the same with our clients in order to give you feedback and check satisfaction.

**Do not discuss** remuneration rates directly with our client or anyone else during your assignment. Emergent Business Support & Legal will always negotiate on your behalf and are responsible for non-pay aspects of your assignment including holiday pay and KiwiSaver.

We encourage you to contact your nominated Consultant at any time in relation to any assignment matters. For any timesheet/administration queries or other such enquiries you can also call Emergent on (09) 359 9033 and ask for 'Payroll'.

**If your role changes** to a more complex one, please inform your Consultant to discuss this.

### Remember:

- Be punctual and timely with your breaks.
- Turn off your mobile during work hours. If you need to make a personal call, do it during your breaks or ask your supervisor if this is ok.
- Respect the company's internet policy.
- Wear the appropriate attire. Generally, this will be corporate unless otherwise advised by your consultant.
- Conduct yourself with the utmost honesty and integrity at all times.
- Work hard and diligently – this may lead to more opportunities!

## Your Contract

Please make sure that you sign your contract before you start your assignment. The contract is a legally binding document, so please read it carefully and let us know if you have any questions. Please sign the contract electronically (on your computer, mobile or tablet/iPad). Keep one copy of your signed contract in a safe place. This is your copy to keep, contains important information and you will be advised of any amendments we may need to agree with you.

## Extra Hours/Overtime

Before working any extra hours outside of your contracted hours, please contact your consultant so that we can get approval from your manager beforehand to ensure that you will get paid for these extra hours.

## Lunch and Rest Breaks

Lunch and rest breaks - It is a requirement that you must take a lunch break of **at least 30 minutes long** each day, but these times vary across industries and occupations, so please check with your direct line manager on your first day.

With regards to other rest breaks, we expect that you will get the opportunity to have reasonable rest breaks each day, there are no specific guidelines for

when or how long rest breaks should be, however you should have a reasonable opportunity to take a short break to step away from your desks for a short tea break during the day.

Common practice is that rest breaks are about 10 minutes long (which are typically morning and or afternoon). Please note, like with lunch breaks, it is best to talk to your line manager on your first day of a new assignment to see what their guidelines are around this. If you are unsure or have any questions, please contact your dedicated Recruitment Consultant at Emergent.

## Attendance and Sickness

If for any reason, you are going to be late to work or absent due to sickness or unforeseen circumstances, please ensure you contact your consultant by 8am on the day of sickness. This enables us to advise our client and make other arrangements for cover if necessary.

## Everything Payroll

### Timesheets

In order for your pay to be paid into your bank account on time it is your responsibility to submit your online timesheet at the end of each week.

#### Important notes:

- **Round your hours** to the nearest quarter (15 minutes but written in quarters i.e. .25, .50, .75.)
- **Complete all details** on the timesheet, particularly the date the week ended and the final total of hours.
- **Ensure all timesheets** are submitted and approved by both you and your manager.
- **Only charge for the time** worked and do not include your lunch break.
- **To pay you on time** it is imperative that we receive your timesheet by the 8pm Sunday deadline to be able to process them in time.
- **Timesheets must be submitted** after your hours have been completed: at the end of the week or after your assignment is finished. **Timesheets submitted before hours have been completed will be rejected.**

### Wages

Wages are processed for payment into your bank account every Wednesday to be available for you to draw on each Thursday.

### Holiday Pay

All temporary workers are entitled to holiday leave, please refer to your employment agreement for further information. The amount of holiday accrued can be viewed on your weekly pay-slips.

**Requests for holiday pay** need to be made in writing and these requests are due in to us each Monday by 12.00 noon.

Holiday Pay is processed with your weekly pay. When completing your online timesheet, select the relevant day and change the Work: Temp Assignment to Employee Leave. If you have any questions regarding this, please call Kelli on 09 359 9033.

### **KiwiSaver**

If you meet eligibility requirements you will, by law, be automatically enrolled into KiwiSaver. We can provide you with all the forms you need, as well as an information sheet introducing you to KiwiSaver. Further information can also be found at **[www.kiwisaver.govt.nz](http://www.kiwisaver.govt.nz)** or by contacting us directly.

If you have not previously signed up to KiwiSaver and do not want to join, under current New Zealand legislation, you have to fill out an opt-out form and submit to IRD between the 2nd and 8th week of starting your new job.

Opting out is your responsibility, not that of Emergent or our clients.

Should you successfully opt-out and contributions made will then be refunded from Inland Revenue and you will be removed from KiwiSaver.

### **General Payroll Enquiries**

During your assignment, if you have any payroll or tax related queries please contact Emergent on **09 359 9033** and ask for Kelli Strong or Neesha D Lima

## **Staying in Contact**

This may sound obvious, but this is a key part of our role and one the most important tasks is for us to ensure each of our temporary staff' welfare and job satisfaction is upheld. We contact all our candidates on a regular basis to check in during assignments. However, if you need us before this.

**Please call us, we are here to help (even if it seems trivial).**

**09 359 9033**

### **Open Lines of Communication**

Whether you are working for us or not, once you are registered with us we like to stay in touch. This might be for a general catch up or maybe you'd like help and advice. We'd love to hear about your experiences and of any new skills you've gained—plus changes in circumstances; like finding a permanent role perhaps!

## **Adding value to you and your career!**

Once a temporary worker has completed an assignment we send out assessments to client. For our long-term placements, these are also completed at appropriate, regular intervals.

We do this in order to offer you constructive feedback for career progression, self-improvement and general confidence. It's also a useful tool to have at hand to secure more work for you with other potential employers. It also helps us to identify our stand out people we like to promote.

## Recognition Awards

We understand the importance of looking after our temporary staff. High performing candidates are our greatest assets. We like to reward those candidates who go the extra mile and offer our clients an outstanding service.

Every month we will choose a standout performer who receives a gift from us to let them know how much we appreciate their efforts. This is often a temp who has gone the extra mile or maybe someone who has excelled in their assignment, received great quality results or has been consistently praised. Our team meets every month to discuss feedback, including the temporary worker's assessments in order to identify suitable temps who meet the criteria for this award.

We know that we are only as good as our staff and we believe it is important to reward staff appropriately – see below.

**NOTE:** We like to upload a picture or a video of the successful temp monthly on to our social media platforms – if you are a winner and not happy with this please contact your nominated Consultant

## Social Events

We are big on having a great community and we love to have fun – we enjoy socialising with our temps as we feel it's a great way to build relationships and get to know you outside work.

We have regular social events so that we can get to know our temps better and introduce them to fellow temps working locally, so I guess you could say we have our own 'Temp Community' at Emergent.

## Mental Wellbeing

The ClearHead App provided free to all Emergent Temporary Employees is an anonymous platform to support you through any difficult mental wellbeing.

In NZ, navigating the health system can be tricky. Do I need to see a doctor? When should I see a doctor? For most people seeking medical help, they often don't know where to start or are not comfortable with reaching out in person.

Our health system also cannot train enough health professionals to meet the true demand out there. That is why there are long wait times and certain groups of people have poorer health outcomes.

Clearhead is an online, one-stop-shop platform, designed by NZ doctors,

that empowers New Zealanders to find the help they need. We do this by helping you understand your symptoms and providing personalised recommendations through our digital wellbeing assistant.

Clearhead enables preventive and proactive healthcare that is focused on wellbeing by introducing choice, convenience and control back to you.

Simply download the Clearhead app to your device of choice and you are ready to utilise this benefit.

## **Financial Wellbeing**

Emergent has formed 2 partnerships for financial education, offered free to our temporary workforce.

AMP offers future planning and education on long term financial goals and how to best balance them with your current living requirements.

Westpac offers a comprehensive programme with a wide range of topics related to the current daily Money Skills.

All education is available physical or electronically.

Please feel free to get in touch with us and we can send on the relevant information to utilise this benefit fully.

## **Feedback and Suggestions**

We always want to hear what you think, so if you have any feedback or ideas please email Debbie Tuck, Consulting Manager  
Debbie.Tuck@emergent.co.nz and we will see what we can do!

## **Referrals – GET REWARDED!**

### **Refer a Friend**

We are always looking for talent, if you recommend another candidate who we place in a role for more than a week, you will receive gift vouchers of your choice.

### **Referrals to Clients**

If you refer a client to Emergent and we place someone into a role with them you will receive gift vouchers of your choice.



**The Team at Emergent Business Support & Legal look forward to the opportunity of working in partnership with you.**

## FREQUENTLY ASKED QUESTIONS

**Q: What happens if I have a problem I need to discuss during an assignment?**

**A:** Please contact your consultant for a confidential chat, we aim to be supportive and offer a fast and effective resolution.

**Q: Who is my employer?**

**A:** Emergent Business Support & Legal is your employer during your assignments and therefore all contact about the role needs to be communicated through us.

**Q: How long is the average assignment?**

**A:** There is no typical assignment length however, it can vary from one week to one month, although longer assignments of up to nine months are not uncommon.

**Q: Do I ask the client about the hourly rate?**

**A:** No. Emergent Business Support & Legal will always negotiate with the client on your behalf.

**Q: Do I get holiday pay?**

**A:** Yes. We accrue 8% of your hourly rate for every hour worked whilst you are on assignment. This is payable when you take holidays. Any remaining entitlement needs to be requested in writing on the completion of your employment with Emergent Business Support & Legal.

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

**A:** Your wages are accessible in your account each Thursday.

**Q: What happens if I want to finish an assignment early?**

**A:** For obvious reasons, we highly discourage this; however, if it is something that can't be helped we encourage as much notice as possible in order for us to find a replacement. Please refer to your Temporary Individual Employment Agreement.

**Q: What do I do if I am sick when I am on assignment?**

**A:** If for any reason, you are going to be late to work or absent due to sickness or unforeseen circumstances, please ensure you contact your consultant by 8am on the day of sickness. This enables us to advise our client and make other arrangements for cover if necessary.

**Q: What do I do if I want to take annual leave when I am on assignment?**

**A:** If you want to take annual leave you need to contact your consultant at least two weeks prior to taking this leave. This will also enable us to advise our client and make other arrangements for cover if necessary.

**Q: When do I get holiday pay?**

**A:** If you apply for holiday pay it is in your account on the Friday as long as we receive your application by the Monday. Please refer to your Temporary Individual Employment Agreement.

**Q: What happens if a company/client contact me directly?**

**A:** Please advise us if this happens as you are contracted to Emergent Business Support & Legal. If a client wants to hire you directly, they will need to discuss this with us, or a client wishes to change any details of your assignment.

**Q: What is the best way to stay informed about new opportunities?**

**A:** Please like us on Facebook and follow us on LinkedIn as we regularly update these pages with our latest roles! Contact details for these pages can be found below.

**Q: What happens if I am unhappy with the service I have received?**

**A:** Please contact Debbie Tuckon **09 359 9033** or email [debbie.tuck@emergent.co.nz](mailto:debbie.tuck@emergent.co.nz)

## Health & Safety Guide

Please read this thoroughly and abide by these guidelines. It is important that within your first few days in a new assignment, you are given the appropriate induction for health and safety. You need to be instructed on and be aware of fire exit and evacuation procedures, as well as being notified of any potential hazards for this specific site. Your workstation and work area need to be safe and satisfactory. Please inform us that you have completed your health and safety induction via email within your first week. If for any reason this does not happen, or you have any concerns at all, please let your consultant know and they will work with you to resolve this.

## Contact Details

**Emergent Main Phone:** 09 359 9033

**Facebook:** <https://www.facebook.com/emergentnz/>

**Twitter:** [https://twitter.com/Emergent\\_NZ?lang=en](https://twitter.com/Emergent_NZ?lang=en)

**LinkedIn:** <https://www.linkedin.com/company/emergent-&-co-ltd/>

**Instagram:** [https://www.instagram.com/emergent\\_nz/](https://www.instagram.com/emergent_nz/)

**YouTube:** <https://goo.gl/fccBnE>