



# Temp Worker Handbook

We Are Your Recruiters.

# Welcome

## ...to Your Recruiters.

We're a **people-first recruitment agency** that specialise in connecting people with jobs that match their skills and goals. This document is designed for candidates placed by Your Recruiters on temporary and temp-to-perm assignments.

### Here's what you'll find inside:

- A **step-by-step breakdown** of what happens after you accept a temporary or temp-to-perm job.
- **How to submit timesheets**, get paid, and book holidays.
- What to do if you're **unfit for work**, something goes wrong, or you need to change personal details.
- **Clear guidance** that applies across our key sectors: Office & Professional, Sales & Marketing, Customer Service & Contact Centre, Engineering, Production & Manufacturing, and Warehouse & Logistics.

**Remember:** If you need clarification of any of the information in this handbook and how it applies to your assignment, please give us a call on **0116 467 0800**.



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# Registration & Application Process

Once you've spoken with a recruiter about an assignment and given us your consent to representation, you'll be sent a digital Application Form from [admin@your-recruiters.co.uk](mailto:admin@your-recruiters.co.uk).

## Here's how it works:

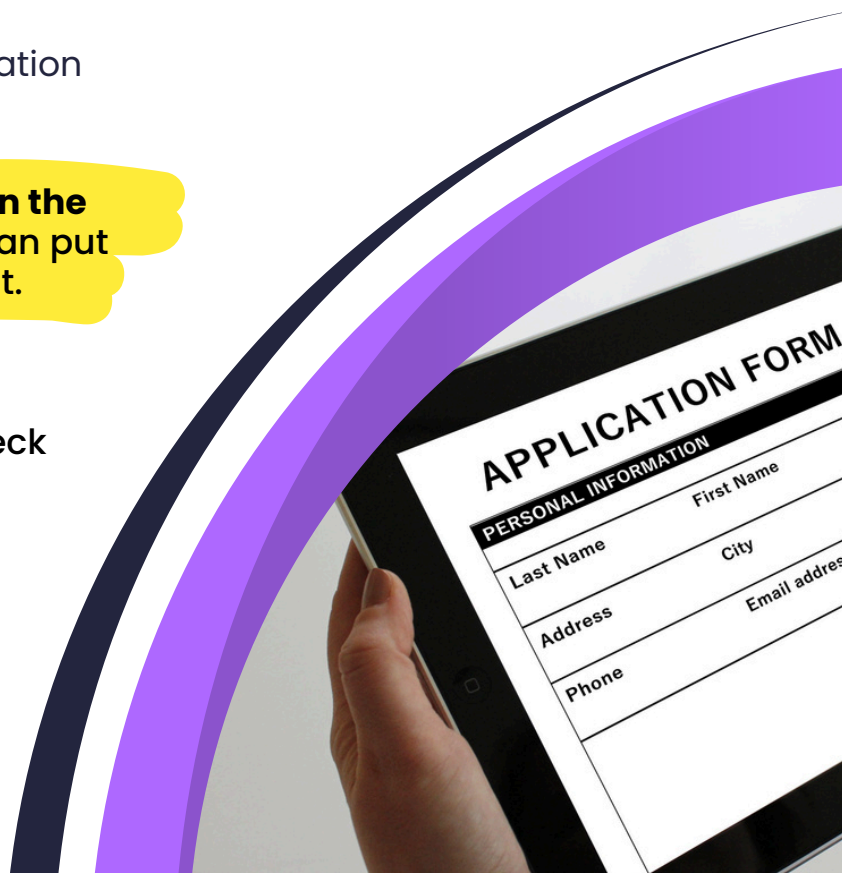
1. The form comes through Zoho Sign. This is our secure, mobile-friendly, signing system. You can complete it on your phone, tablet or computer.

## 2. You'll be asked to provide:

- Personal contact details.
- Employment history
- Reference details
- Emergency contact details
- Bank details for payroll
- Criminal Conviction Declaration

**You must complete and return the Application Form** before we can put you forward for an assignment.

 If it's not in your inbox, check your **junk or spam** folder.



# Right to Work Checks

**In line with UK immigration law** and the requirements of the Immigration, Asylum and Nationality Act 2006, **all workers must prove their right to work in the UK** before starting a temporary work assignment through Your Recruiters.

We're legally required to **verify and retain evidence** of your right to work and cannot place you on an assignment until this has been completed.

## What you need to provide:

You must provide **valid original documentation** as set out in **Home Office guidance**, which may include (but is not limited to):

- A valid UK passport.
- A biometric residence permit (BRP).
- A share code and date of birth (for EU/EEA nationals or those with digital immigration status).
- Other documents from **List A or List B** of acceptable Right to Work evidence.

A full list of acceptable documents can be found here:

<https://www.gov.uk/government/publications/right-to-work-checklist/employers-right-to-work-checklist-accessible-version>

# How we Check Right to Work Documents:

**We use TrustID**, a government-certified Identity Service Provider (IDSP), to carry out remote and digital Right to Work checks on these documents:

- Valid, in-date British and Irish biometric passport or passport card.
- eVISA / Home Office digital immigration status via a valid share code (starts with W).

This process involves securely uploading an image of your passport and a life selfie via a mobile device. If you are eligible for a digital Right to Work check, we will send you a TrustID link by email or SMS.

If your documents cannot be verified digitally, we will require an in-person or video verification of your original documentation.

## **Important:**

- It is a **criminal offence** to work without valid Right to Work documentation.
- If your Right to Work is time-limited, you must provide updated documents before the expiry of your current permission.
- We reserve the right to suspend or terminate assignments if Right to Work status cannot be verified or maintained.

**If you have any questions** about what you need to provide, please speak to your recruiter or contact our compliance team on **0116 467 0800**.

# Your Assignment Schedule


Once your application and right-to-work checks are complete, and you've accepted a temporary role, you'll receive an **Assignment Schedule by email** from [admin@your-recruiters.co.uk](mailto:admin@your-recruiters.co.uk).

This is a legal document outlining the key details of your placement.

## Your Assignment Schedule includes:

- The company name and address where you'll be working.
- Job title and a brief role description.
- Start date and an expected end date.
- Your hourly rate (including overtime or shift premiums, if applicable).
- Line manager or point of contact on site.
- Any relevant health & safety risks and PPE requirements.

This schedule **confirms the conditions of the placement** and will be issued before you start work.

 If it's not in your inbox, check your **junk or spam** folder.



# Timesheet Submission & Pay Process

**Getting paid on time depends on submitting your digital timesheet correctly.** Here's how our digital timesheet system works:



Recieve your Timesheet



Enter your hours worked



Submit by Monday @ 12pm



Wages paid on Friday before 5pm

## Step 1

Each Friday morning before 8AM, you'll receive an email link to your digital timesheet from [admin@your-recruiters.co.uk](mailto:admin@your-recruiters.co.uk). Be sure to check your spam folder if it doesn't arrive.

## Step 2

You are then required to complete hours for the days you've worked that week. You must enter daily work start and finish times. Press the submit button when this is complete

## Step 3

Submit your timesheet by Monday at 12 noon every week. You'll be emailed with reminders from Friday at noon if you've not submitted your timesheet.

## Step 4

Your wages are paid on Fridays before 5pm, one week in arrears.

## Step 5

Your payslip link is emailed to you before the money lands in your account (usually at least 24 hours before).

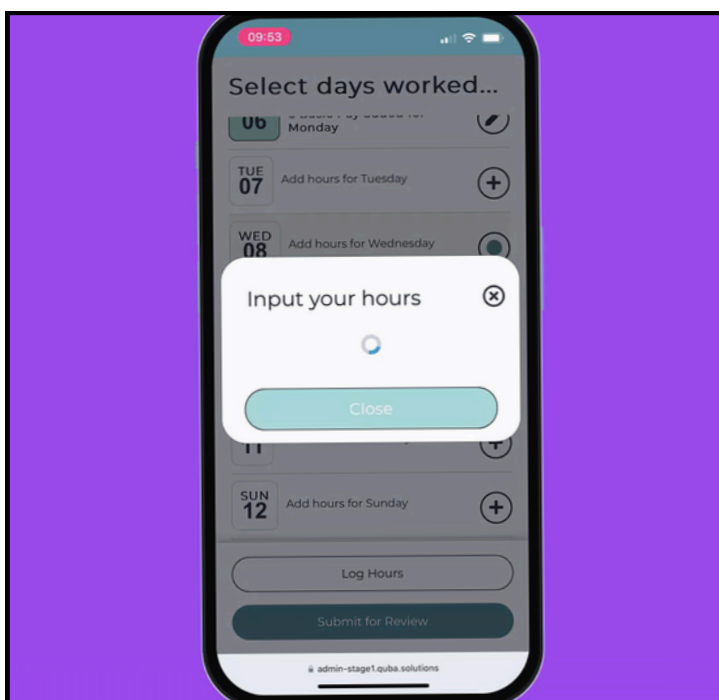
# Timesheet Submission & Pay Process

A video of our timesheet system is can be seen on the [worker resources](#) page of our website.

Please be aware that in a small number of cases, some customers of Your Recruiters may operate a different timesheet system to the one shown above. If that is the case, we will advise you about this on a case-by-case basis.

## Important:

**If you have any issues with your wages or payslip**, please contact us on 0116 467 0800 as soon as possible. We'll always **prioritise pay queries** and aim to resolve them as soon as we can.



# Holiday Entitlement & Booking



## **Your Recruiters holiday year runs from 1st January to 31st December.**

You are initially entitled to 28 days of paid holiday per year (including bank holidays), worked out on a pro-rata basis depending on how many hours you work.

Once you've completed 12 continuous weeks in the same role with the same hiring company, you may become eligible for additional holiday entitlement under the Agency Worker Regulations (AWR), if the comparable permanent employee receives more than 28 days.

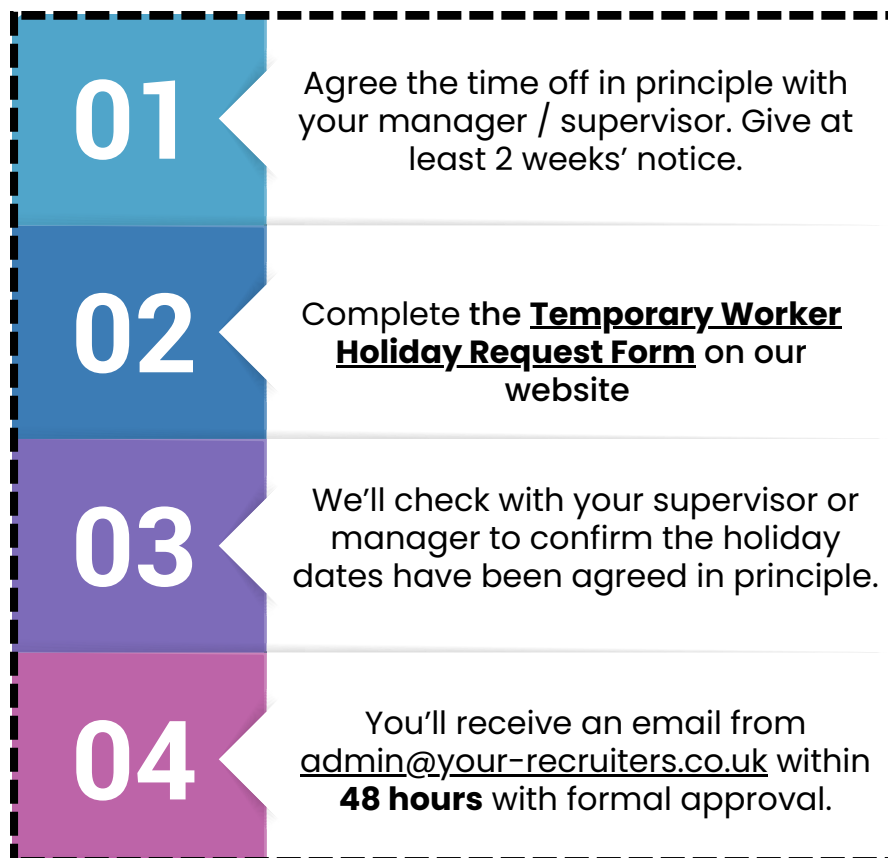
We'll review this with the hiring company at that point and confirm any changes to your holiday entitlement in writing.

# How to Book Paid Holiday Dates

As an agency worker, **your holiday entitlement is managed by Your Recruiters**. However, before submitting a holiday request to us, you must obtain **an informal agreement from your supervisor or manager** at the client site to ensure adequate cover.

Once this is agreed in principle, please submit your holiday request to us for formal approval and processing. Our holiday request form can be found at [www.your-recruiters.co.uk/holiday-requests](http://www.your-recruiters.co.uk/holiday-requests).

**Here's a step-by-step walk through the process:**



# How to Book Paid Holiday Dates

## Important:

- ! **You won't automatically be paid for bank holidays** unless you've booked them as leave.
- ! If you leave your assignment, **any unused holiday pay must be requested** – it's not paid automatically.

**If you're unsure** how many holiday days you've accrued, please call us on 0116 467 0800 or email [\*\*admin@your-recruiters.co.uk\*\*](mailto:admin@your-recruiters.co.uk).

# Absence Reporting

**If you're unable to attend work due to illness, emergency, or another reason** you must contact Your Recruiters directly as soon as possible – ideally before your scheduled start time.

You must also notify your on-site supervisor or manager of the client if appropriate, but your official absence must be reported to us, not just the client.

## How to notify us of your absence:

- Call 0116 467 0800 (24-hour line with voicemail)
- Email [admin@your-recruiters.co.uk](mailto:admin@your-recruiters.co.uk)
- Send a WhatsApp message via our website: [www.your-recruiters.co.uk](http://www.your-recruiters.co.uk)

**If you are sick for more than 7 calendar days,** you will need to provide a doctor's fit note. We use this information to assess your eligibility for Statutory Sick Pay (SSP) and to maintain accurate records for compliance and payroll.

Repeated failure to notify us directly of an absence may be treated as breach of assignment terms.



# Making a Complaint

**We aim to resolve issues quickly and fairly.**



**If you have a concern or complaint:**

**Step 1:** Raise it with your recruiter

**Step 2:** If unresolved, ask to speak with a Director

**Step 3:** If still unresolved, follow our formal [Complaints Policy](#) available on our website

**You can request a written copy of the policy at any time.**

# Changing Your Personal Details

To protect your data and uphold our compliance obligations under anti-bribery, anti-slavery, fraud prevention regulations, **we have strict procedures in place** for updating sensitive personal information.

**You must notify us** if any of the following personal details change:

- Your home address
- Your bank details
- Your emergency contact
- Your legal name

## How to request changes:

1. You must meet with your consultant either in **person or via a live video call** to request a change.
2. Following the meeting, we will send you a **secure Change of Personal Details Form** for secure digital signing.
3. Once completed and verified, your records will be updated.

**We do not accept requests to update personal information via phone call, email, text message, or social media. This protects you from fraud, identity misuse, and coercion.**




# Staying Connected & Supported

**We're genuinely glad to have you on board.** Whether this assignment is a stepping stone or the start of something long-term, we're here to make your time working for us smooth, rewarding, and hassle-free as possible.


If anything's unclear, not quite right, or you're simply unsure what to do — please get in touch. There's no such thing as a silly question, and no issue too small to raise. Your comfort, confidence, and wellbeing at work matter to us.

## **A reminder again of our contact details:**

 [admin@your-recruiters.co.uk](mailto:admin@your-recruiters.co.uk)


 0116 467 0800

 [www.your-recruiters.co.uk](http://www.your-recruiters.co.uk)

 Regus House, Pegasus Business Park,  
Herald Way, Castle Donington, DE74 2TZ

**Thanks again for choosing to work with Your Recruiters.** We value your time, your work, and the role you play in representing us on assignment.

**Wishing you all the best  
in your role!**



GOOD  
LUCK!



# **We are Your Recruiters.**

[www.your-recruiters.co.uk](http://www.your-recruiters.co.uk)

