



edition 3 JUNE 2007

update

KENT TOP TEMPS

www.kenttopemps.co.uk

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People People People



Paul Jenkins joined the team in October to help run our newest Recruitment desk, supplying community interpreters to the Service for Unaccompanied Asylum Seeking Children (SUASC) for KCC. The service will soon be rolled out across other sectors in the County Council and discussions are continuing with Kent Police and Mental Health.

Clare Burgess has returned from maternity leave as Project Manager. Clare will work with our General Manager in updating our current website, obtaining REC Audited accreditation and DfES Quality Mark for our Supply Teacher desk.

Dawn Collins recently joined as Recruitment Consultant providing full support to our Driver & Industrial clients.

As further expansion continues within the private sector for Business and Office staffing, **Andy Hornett** joins on a permanent basis after building up excellent relationships with Amy Glover on the Supply Teaching desk.

In a restructure of the payroll & accounts team, **Dianne Spelman** takes a new post of Senior Recruitment Administrator and is joined by **Trudie Chambers** and **Helen Ford**.

The integration of migrant workers

Recruiting migrant workers is different to recruiting from traditional talent pools. Recruiters need to acknowledge that steps must be taken to integrate migrant workers into the business environment.

Reflect on the reasons why an individual might decide to leave their home, in Poland for example, and seek work in the UK.

Prepare information on the role(s) that migrant workers are being recruited for and on the company itself. This will reassure the individuals and enable them to identify any questions or concerns they may have.

Invest in an induction programme specific for migrant workers. Bring together the key cultural, social and financial information.

Discuss the basics of living and working in the UK. Topics to include are housing, motoring, health and safety, healthcare and shopping.

Establishing the level of English language required is essential during the recruitment process. Be clear with them about expected levels. Recruiters such as Kent Top Temps will manage the expectations of both parties and ensure they do not become an issue.



KENT TOP TEMPS

Charity Events Gallery

The last 12 months has seen the agency active in its commitment to national charities.

Children from schools across the county had their artistic interpretations of the changing seasons included in a new charity calendar.



Kent Top Temps organised the competition – open to all school age children in Kent – and, from the many designs submitted, the judges selected 10 to represent the months of the year in the calendar which was then sold to raise funds for the BBC Children in Need Appeal. Up to £2,000 was raised.

On Friday 16th March, Recruitment Consultant, Paul Jenkins went through the painful ordeal of having his legs waxed (knees down only!!) Paul bravely suffered the waxing in aid of Comic Relief. Kent Top Temps staff also took part in a variety of activities and raised £1,043. On Red Nose Day, our staff wore pyjamas to work, ran a guess the baby competition within the office and carried out a bucket collection in The Mall, Maidstone and Liberty Square, Kings Hill.



Thank you to all who took part and helped us raise such an excellent sum.

Linda Smith, Nicola Ashworth, Helen Lock, Rachel Feehan, Lauren Cattermole and Amy Glover donned their running shoes when they completed the 5k Race for Life from Gillingham in May.

What the papers say: "Skills Shortage still bites"

Research completed by national recruiters, Manpower, shows that nearly four in ten (38 per cent) of UK employers are struggling to fill positions due to a lack of staff with the right skills. The findings highlighted that the four hardest positions to fill are Skilled Manual Trades, Administrative Assistants and PAs, Engineers and Sales Representatives. Additionally, Management Executive roles are now much harder to fill.

KTT Ltd's General Manager, Helen Lock, believes that employers need to maintain a flexible approach to their recruitment needs. This includes thinking about using temporary staff to meet short-term needs, looking to older workers and mothers returning to work or looking to staff from outside the UK.

Here's everything you need to know about the new smokefree law

England will become smokefree on Sunday 1st July 2007. From then on, it will be against the law to smoke, or permit others to smoke, in virtually all enclosed public places and workplaces in England.

If you are responsible for premises or vehicles covered by the new law, you will have a duty to ensure you have the legally required signage in place and to make sure they become and remain smokefree. To help you comply have you:

Ordered your new no-smoking signage, which must be displayed at each entrance to your premises and in all your smokefree work vehicles?

Prepared and communicated your smokefree policy to explain and introduce the new law to all your staff?

Set a procedure for dealing with anyone who smokes on your premises?

Provided your staff and customers with support to quit smoking?

For further information visit
www.smokefreeengland.co.uk
Smokefree England Information Line
0800 169 1697

www.kenttopemps.co.uk

Continuous Professional Development

As part of the company's policy of ongoing professional development, the Directors are actively supporting the management team in taking Chartered Management Qualifications. General Manager, Helen Lock is completing the Diploma in Management (Level 5) and Amy Glover the Certificate in Management. Both hope to complete the course in June. We wish them all the best.

Lauren Cattermole (Care) is completing her Certificate in Recruitment Practice through the Recruitment & Employment Confederation (REC) and Paul Jenkins (Interpreters) has signed up with South Kent College for an NVQ 2 in Customer Service.

Diary of ...



Helen Lock
General Manager

Monday The day starts at around 7.45am with my daughter Rebecca, taking her to Grammar school with the usual teenage chat in the car. I divide my day between our recruitment desks to review targets, assess activity and discuss incentive suggestions. I leave the office at 6.15pm to work on college assignments for Tuesday's Diploma in Management CMI course.

Tuesday After the school trip, I get to the office at around 8.30am. Since our expansion, I have taken a step back from a hands-on consulting role on the Care desk which I miss, but it allows me to focus on developing the company. I have one local client visit before I attend college at 2.00pm. I eventually get home to dinner prepared for me at 9.00pm.

Wednesday Into the office to catch up on emails. I research ways to further improve our services and look into additional products with Clare Burgess our Project Manager, one of which we will be launching soon. The afternoon is spent in various one-to-one meetings with staff and I make my way home at 6.00pm to prepare dinner. The day ends in bliss with The Apprentice followed by Desperate Housewives, my two hours of sanity!

Thursday Take the 8.39am train to Victoria and go across to Tower Hill for a meeting with a public sector recruitment agency who have been working with a government-backed system for the past year. The system is another project we are hoping to initiate that will enable employers to book short term placements online with good quality candidates who are seeking to get back to work. I have interviews and inductions in Canterbury in the afternoon for the Care desk and take the opportunity to call in on two clients in the area. I do not get home until 7.30pm and log into the office to review the activity and emails.

Friday Friday is always busy with placements for the weekend. Today, I look forward to positive stress in helping the team to fill all outstanding cover. There is usually a real buzz in the office but Consultants cannot wait for the phone to finally quieten down at around 5.00pm. I check which member of staff is on-call at the weekend for emergencies on Care, Supply Teaching and Industrial. I always make myself available in case I am needed. After a busy week, I enjoy a large glass of wine with my partner, during which we promise, no more talk of Kent Top Temps until Monday!



KTT Appointments

Kent Top Temps are pleased to announce the launch of:

KTT-APPOINTMENTS

KTT have been involved with permanent recruitment solutions for some time, however, this has not always been apparent due to our name. We are therefore extremely excited to be able to launch our new division specifically aimed at the permanent recruitment market.

KTT - Appointments will supply permanent staffing for our Business and Office, Care, Teachers and Industrial worker sectors.

As the Agency sees strong year on year growth in sales in the financial, IT, project management and legal sectors.

We are pleased to announce the set up of 'KTT Professionals'



KENT TOP TEMPS

“another perfect fit”

The T Word

The word training is often met with mixed emotions. To financiers, it is viewed as an expense they would prefer not to incur but, for the Care industry, it is an essential ingredient to meet with legislation. We see five major mistakes people make about training:

- 1 Time.** Temporary staff in particular who may find it hard to make a living struggle to give up time for this.
- 2 Resources.** It costs too much in staff time and money to arrange.
- 3 Knowledge.** The perception from candidates that trainers cannot teach them anything new and that trainers have no field experience.
- 4 Appropriateness.** Trainers sell us a one-size-fits-all programme!
- 5 Returns.** There are no real measurements in training other than a certificate of achievement.

With this in mind, Kent Top Temps have purchased a flexible distance training package that covers Induction through to Health & Safety, Fire Awareness, Protection of Vulnerable People, Emergency First Aid, Dementia, Coping with Aggression in the Workplace and many more.

Whilst staff are working on their manuals, they complete a Training Record Log to document the time that they have spent on it. They simply complete units at a quiet time that suits them and the agency. On completion, they complete a knowledge paper, which is marked and certified by an external verifier.

the Service for Unaccompanied Asylum Seeking Children (SUASC) started discussion early in 2006 with Kent Top Temps about the needs of the service and specification. This service is currently being piloted with SUASC. The new service from KTT is being evaluated by SUASC, the results of which will be finalised soon.

In October 2006 Kent Top Temps Interpreting Service saw its first bookings and the service commenced. KTT and KCC staff have been enthusiastic about this new venture and worked closely to ensure that, despite some inevitable teething difficulties, the open discussion and problem solving has enabled the service to develop very quickly and effectively. The transition to a new service was further helped by the fact that some interpreters, already known to SUASC, transferred their working arrangements to KTT (with the KTT Terms & Conditions) and KTT have recruited a significant number of new interpreters as a result. SUASC look forward to continued close working with KTT to develop the service further still.

A multi agency steering group has been meeting over the past few months to plan the county-wide roll-out of the Kent Top Temps Interpreting Service and this is on schedule to start in July 2007.”

Nigel Hewitt District Manager
Service for Unaccompanied Asylum Seeking children

What our Clients say

“The Teacher Recruitment & Retention team enjoys a close relationship with Kent Top Temps. We often receive enquiries about work from supply teachers and are pleased to put them in contact with our colleagues at KTT. Likewise, any requests for suitable supply teacher agencies received from schools are directed in the same way. We recognise that supply teachers form a vital part of the workforce in Kent's schools and we are confident they will receive good service from KTT”

Stephen Wood,
KCC Teacher Recruitment & Retention Manager

“Kent Top Temps were asked to explore setting up a new interpreting service that would be cost effective for all KCC units. As the largest user of interpreting services in Kent,



Publication by
Kent Top Temps Ltd.
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