Temporary Recruitment

Standard Terms of Business

Hourly Charge Rate

Clients are invoiced an hourly charge rate for the temporary employee. This is a rate designated based on the underlying cost of the employee (hourly rate + super) and ReturnToWorkSA premiums with an additional margin usually at 30%.

Clients are invoiced based at the hourly rate based on the number of hours worked for the billable period.

- Employees are required to track and submit their hours through Astute Payroll
- The client will nominate a timesheet approver to approve the hours worked
- Invoices are issued weekly and payable within 7 days

Transition Fee

A transition fee of 13% of the total full-time salary package is payable if the candidate is employed on a long-term, contract or permanent basis directly by the client.

- After the initial 3-months, the transition fee will be calculated on a pro-rata basis, based on the length of the assignment already completed
- Invoices are issued upon the offer and acceptance of the candidate
- Replacement guarantee does not apply for temp-to-perm positions

Exclusionary Period

12-month exclusionary period applies from the final date of a candidate's placement with a client. If the client would like to employ the candidate directly on an ongoing basis, a transition fee or the hourly charge rate may be payable in respect of the agreed terms.

3-hour minimum Timesheet

Temporary employees are employed by the Company on a casual basis and must be paid for a minimum of 3 hours per shift. If a shift is submitted and approved for less than 3 hours, the client will be charged and invoiced for a minimum of 3 hours to ensure M&Co meets its statutory requirements.

Service Standards

Communication Principles

- General principal to respond to all enquiries within 24 hours
- If you have a planned absence or day off, make sure your client has an additional contact point for the period and someone has been appropriately briefed

Client

- Minimum communication every day (for immediate roles) or at least twice a week
- Follow up with a phone call after interviews

Candidates

- Candidates met face-to-face are phoned to provide updates on their application progress
- Applicants who are progressing are regularly updated
- Follow-up on the same day as a candidate's interview with a client
- ALL candidates notified of application outcome at the end of search process

Consultation

- Schedule immediate face to face meeting with prospective client where possible
- Email flyers prior to meeting
- Obtain copy of the Position Description
- In-depth discussion to define the position including:
    - Role requirements
    - Expectations
    - Experience required
    - Salary
    - Employment conditions
    - Start date
- Understand key search priorities and establish client's ideal candidate
- Establish expectations regarding timeline and communication

Candidate Search

- Prepare interview and screening questions
- Job applications reviewed and screened upon receipt
- Extensive candidate search in our candidate database, LinkedIn, Seek Talent Search to find passive candidates
- Undertake initial telephone screen to determine if candidates meet agreed selection criteria
- Promptly respond to candidates and arrange for acceptable time to meet face-to-face

- Meet each candidate face-to-face at our Office or suitable venue such as a café (see Expense Reimbursement Policy)
    - Online interviews should only be conducted as a last resort or when recruiting interstate roles

Presentation of Shortlisted Candidates

- Candidates are short-listed for presentation to the client
- All candidate profiles must be presented with the Candidate Resume Cover Page including **hourly charge rate** and availability. Contact details and references must be removed from the CV and reformatting may be required for presentation.
- Email to client in PDF format

Client Interviews

- Consultants liaise with the client and candidate to arrange interviews with the client
- Provide written confirmation to both the candidate and client of meeting times and locations
- Candidates contact details are not shared unless necessary
- The client and candidate are phoned following interviews for feedback and to progress candidates to reference stage

Background Checks & Assessments

- XREF references conducted, but not shared with Clients. For M&Co records only.

Site Safety Inspection

A site safety inspection must be conducted prior to a candidate's commencement with a client or on their first day as per the Work Health and Safety Policy. This is also a great way to increase Mansfield & Co's presence with the employer and improve the existing client relationship.

End of Job Checklist

Following the offer and acceptance of the successful candidate, this checklist will assist in closing off the job appropriately.

	Every unsuccessful applicant sent a rejection letter
	Interviewed candidates notified of unsuccessful status with a phone call
	Make placement in JobAdder as per Temporary Placement Process
	Candidate and timesheet approver have received Astute Payroll access
	Add placement to calendar to check in during their first week and on a semi-regular basis for the duration of the temp assignment
	Sourcr and feedback has been received (follow-up with phone call when missing)