



temporary worker handbook.



**University of
East London**

Your Randstad Account Team

Randstad has a dedicated team who are on hand to support you with any questions you may have.

If you need to speak to someone about your contract or have any other queries then please do not hesitate to contact us.

UEL dedicated team - uelteam@randstad.co.uk

Jennifer Wiltshire - Account Manager
Chris Doherty - Head of Delivery



Timesheets

[Click here for the Randstad Timesheet Portal](#)

All Randstad workers at UEL must submit their own timesheets. You will be sent logins to the timesheet system when you first start in your assignment.

- Once an assignment has been confirmed you will be sent logins from Randstad
- Please submit your timesheets once a week, on a Friday - Sunday, or when you have completed your working week
- You must ensure your line manager approves your timesheet as soon as possible and by Thursday pm at the very latest - any delay may result in not being paid that Friday
- Once your timesheet is approved by your line manager, it will automatically be sent to Randstad for us to process payment
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If you or your manager misses the deadline, that week's timesheet will be paid the following week.

Example: Timesheet for week commencing Monday 15th June.

Must be submitted on Friday 19th June and approved by your manager by EOD on Thursday 25th June, for payment on Friday 26th June.

If your timesheet is not authorised by 12pm Monday 22nd June, you will not be paid until the following week on Friday 3rd July

When do you get paid?

- You will be paid a week in arrears on a Friday

When do you get a payslip?

- You will receive a payslip on the Friday of each week that you are paid
- If you miss a timesheet deadline and do not get paid that week then you will not receive a payslip. You will receive the payslip the following week, along with the payment.

Holidays

The Randstad holiday year is from 1st February until 31st January; please ensure you take all your accrued holiday by the end of the holiday year. If you do not take your holiday accrual before the holiday year end: unfortunately any remaining holiday cannot be carried over, so will be lost.

For every hour you work you will accrue holiday pay, which we will put aside for you to use when you take time off.

Who do you tell when you wish to take annual leave?

- Discuss and agree dates with your line manager
- Once confirmed, submit your dates and hours in your community platform
- Randstad will approve and pay out on the 1st Friday **after** the days have been taken, not before
- Your community platform will keep a track of your annual leave taken and amount accrued. Please contact the Randstad team if you require information on this

Sickness

Sickness Procedure

If you are going to be absent from work due to illness, then you must:

- **Call** your line manager before your start time for that day - at least one hour
- Let Randstad know - an email will suffice uelteam@randstad.co.uk

SSP Payment

To be paid when off work due to illness, you must have a period of incapacity for work of at least 4 or more consecutive days. You will then receive payment of SSP once the first three qualifying days have passed. (Qualifying days are days on which you normally work.)

The first three days are unpaid.

Payment of SSP is made by the Payroll team at the weekly SSP rate as set by the Government.

Lateness



If you are running late for work, please contact the branch immediately to inform us what time you will be arriving to work. Failure to adhere to the above will be classed as unauthorised absence.

Expenses

If you are entitled to expenses please submit them on the Netive portal within the expenses section.

Maternity Leave

You are entitled to a period of 52 weeks' maternity leave, regardless of length of service. This is split into 26 weeks ordinary maternity leave and 26 weeks additional maternity leave.

Maternity Pay

You will be entitled to Statutory Maternity Pay (SMP) of 39 weeks in total if you have completed 26 weeks' continuous service at the 15th week prior to your expected week of childbirth and you are still employed in that week. SMP entitles you to 90% of your average weekly earnings for the first 6 weeks (which are calculated at average earnings over the 8 weeks prior to the 15th week before your expected week of childbirth). The remaining 33 weeks will be paid at the basic government rate. If you do not qualify for SMP you may qualify for Maternity Allowance and you should enquire about this at your local Job Centre.

Paternity Leave

You will be entitled to statutory paternity leave if you have been continuously employed for a period of not less than 26 weeks ending with the week immediately prior to the 15th week before your child's expected week of birth. If the child's actual birth date is earlier than expected, the original expected birth date is nevertheless used for the purposes of calculating continuity of service when considering your eligibility.

You may take a period of one or two weeks' consecutive leave (at your choice), however you may not take odd days or take two separate periods of one week duration.

Leave must be taken within 8 weeks after the birth of your child.

Paternity Pay

You will be entitled to Statutory Paternity Pay (SPP) if you have completed 26 weeks' continuous service, 15 weeks prior to the expected date of childbirth. SPP entitles you to take up to two weeks' paid leave. You are entitled to either 90% of your average weekly earnings (which are calculated at average earnings over the 8 weeks prior to the expected date of childbirth) or the government standard rate, whichever is the lower.

Adoption Leave

Qualifying flex associates are entitled to up to 26 weeks' ordinary adoption leave followed immediately by up to 26 weeks' additional adoption leave regardless of length of service. The right is available to individuals who adopt or one member of a couple adopting jointly, either you or your spouse/partner may choose to take adoption leave.

Adoption Pay

You will be entitled to statutory adoption pay (SAP) if you have completed 26 weeks' continuous service with us ending with the week you are notified of having matched for adoption (Qualifying Week). SAP is payable for up to 39 weeks and will be paid at 90% of your average weekly earnings (calculated over a period of 8 weeks prior to the Qualifying Week) or the government standard rate, whichever is lower.

Pension

Pension - NOW Pensions

The law requires all companies to enrol its workers in a pension scheme. You can find general information on workplace pensions at <https://www.gov.uk/workplace-pensions/about-workplace-pensions>

- The pension provider for our candidates is managed by NOW Pensions
- You will be automatically enrolled in the scheme as soon as you start working for us
- Randstad will deduct 5% from their pay as an employee contribution and Randstad will contribute a further 3% on their behalf as the employer contribution.

For details of how to opt out of auto-enrolment you can contact our pension provider on 0330 100 3334 or more information can be found on their website at www.nowpensions.com Should you wish to opt out, you will be asked to complete a form and confirm your wish to opt out - this must be done directly with Now Pensions.



Personal Accident Insurance (PAI)

The Randstad Group Personal Accident Insurance Policy is a comprehensive insurance scheme, which provides you with a range of financial benefits in the event that you suffer accidental bodily injury whilst working on an assignment at one of our client's premises, or whilst traveling directly to and from the workplace.

Workers will be opted into the scheme and the cost of this scheme, which will be calculated based on hourly pay and in any case will be no more than £1.50 per week, will be automatically deducted from pay. There is an option to opt out. Further details can be found at: <https://www.randstad.co.uk/business-support/pai/>