

FREQUENTLY ASKED QUESTIONS

What do I need to wear to work?

Smart Start Recruitment will let you know if there are any clothing requirements for the assignment (for example, steel-capped boots) but it is obviously your responsibility to remember to wear them in order to comply with Health & Safety law. If you have any queries regarding this, please contact us.

How will I be paid?

By BACS payment directly into your bank account. If you don't have a bank account, alternative arrangements can be made.

How often will I be paid?

Weekly, in arrears. Payment will be in your bank account by the Friday of the week following each week worked.

What do I do if I can't attend work?

If you are unable to make it to work during an assignment, ensure you make an early contact with Smart Start Recruitment AND with the reporting manager at the company where you are temping.

When does my time sheet need to be handed in?

Time sheets must be completed, signed and returned to Smart Start Recruitment Head Office, 1 Newbury Court, Gillingham, Dorset, SP8 4QX by 12 noon on the Monday following each week worked.

As a temporary employee, am I entitled to holiday pay?

Yes. As from 1 April 2009 you are entitled to 28 days, pro rata (NB: this includes statutory Bank Holidays). The number of days you may take at one time must not exceed the amount of holiday day entitlement that has accrued from the weeks worked during the leave year.

What do I do if I need to take a day off?

Any days you wish to take as holiday should be notified to Smart Start Recruitment with as much notice as possible. Smart Start Recruitment will check direct with the employing company, on your behalf, regarding dates.

What do I do if I'm not happy on a temporary assignment?

Contact Smart Start Recruitment as soon as possible to discuss options. We are here to ensure that you are happy in your workplace. If there are problems, we can help to resolve them.