OPUS
PEOPLE SOLUTIONS

Opus Managers' Handbook

Contacts

Who are Opus?

Opus People Solutions is an in-house recruitment agency, established in May 2014, which specialises in temporary recruitment for the public sector. We work in partnership with your organisation to source temporary workers exclusively for you.

Our aim is to reduce local authority spend by recruiting temporary workers directly, rather than through external agencies.

We have a team of dedicated recruitment consultants based in each of our locations. This means that, by working with us, your organisation benefits from our expertise in recruiting to public sector roles and our knowledge of your organisation and your needs.

We follow your organisation's recruitment policies and ensure all our workers are fully compliant and suitable for the roles you request.

Benefits of Opus:

Saving money- By recruiting through Opus money is saved by avoiding the fees that external agencies charge.

We work in-house – our dedicated recruitment consultants are on hand at every location, should you have any queries or need assistance.

We invest in the council- we are committed to returning money back to the council.

We receive vacancies first- candidates registered with Opus are notified of jobs before external agencies.

Fast, responsive and professional- we have significant breadth and depth of knowledge in temporary recruitment.

We are a member of the REC – we operate according to government legislation and best practice.

How to work with us

We are here to source temporary resource for you whenever you need it. If you need a temporary worker, you can create a request online through the Opus Job Portal. We will then contact you to discuss more about the role you need to fill and the qualities and skills that potential candidates will need to possess.

We will work with you throughout the entire recruitment process, from sourcing CVs to arranging interviews and skills testing. All our candidates attend a registration interview and we can ensure that any temporary worker that starts with you has undergone all of the regulatory compliance checks required for the role.

When we have found the right candidate for you, we will put in place arrangements for engaging your worker and getting them paid. All you need to do is arrange their induction, access and technology, as you would with any new employee, and approve their time and expenses on a weekly basis.

We will work with you throughout the recruitment process and are available to support you for the duration of the worker's placement with you if you need us.

How to request a temporary worker

All hiring managers are set up with access to the Opus Job Portal, the system we use to manage your requests. You can request a temporary worker at any time by logging in to the Opus Job Portal and filling in some basic information about the role you have available. This will include information such as the job title and a description of the role, start and end dates and any budget and approval information required by your organisation. If you don't have an account you can contact us to request one and we'll get you set up.

Before you make a request for a temporary worker, please make sure you have the necessary information and approvals required by your organisation. As part of our arrangements with your organisation, we cannot progress your request until we have confirmation of the following things:

- Authorisation to recruit in line with your organisation's policy
- IR35 Assessment – you will need to confirm if this role is Inside IR35 or Outside IR35. You can use this tool to evaluate your post. (Any roles deemed to be outside IR35 will be subject to approval which we'll get before we proceed)
- Budget approval and code this might be a cost centre or an ERP number depending on your organisations financial processes
- Job title and job description
- Duration of placement (start and end date)

For more information about your organisation's specific recruitment policies and processes, please visit your intranet or contact your HR Team who will be able to advise you.

Once you have this information you are ready to log on and submit your request.

We do not need any Purchase Orders as we will invoice your organisation directly and they will use the cost code you provide to allocate spend to your budget.

How to log on to the Opus Job Portal

Once you have been given access to the Opus Job Portal, you will receive an email with your login details and a link to the portal login page. If you have forgotten your password you can request a temporary one by clicking **Retrieve Password.**
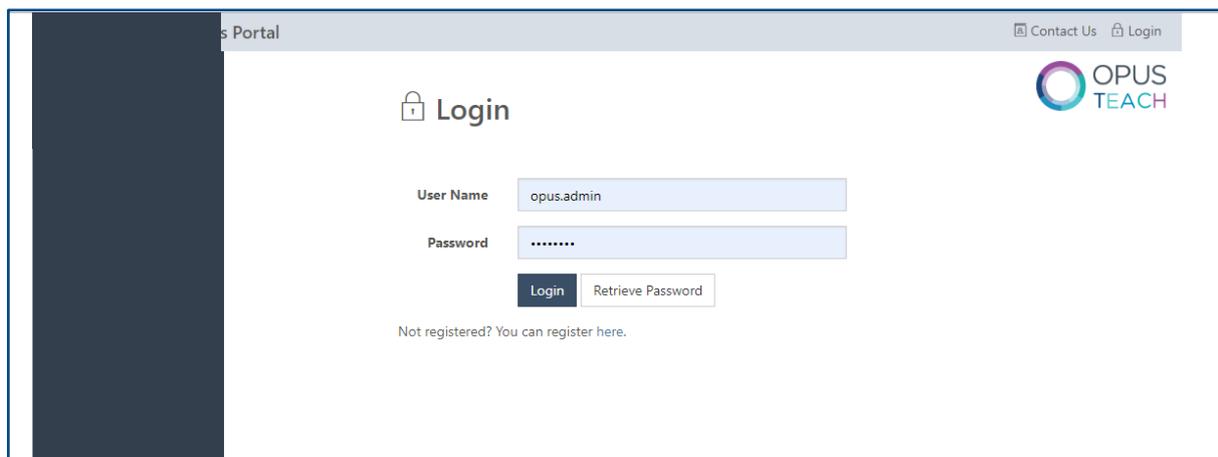
Once you are logged into the portal you can change your password by clicking **Change Password** in the top right hand corner.
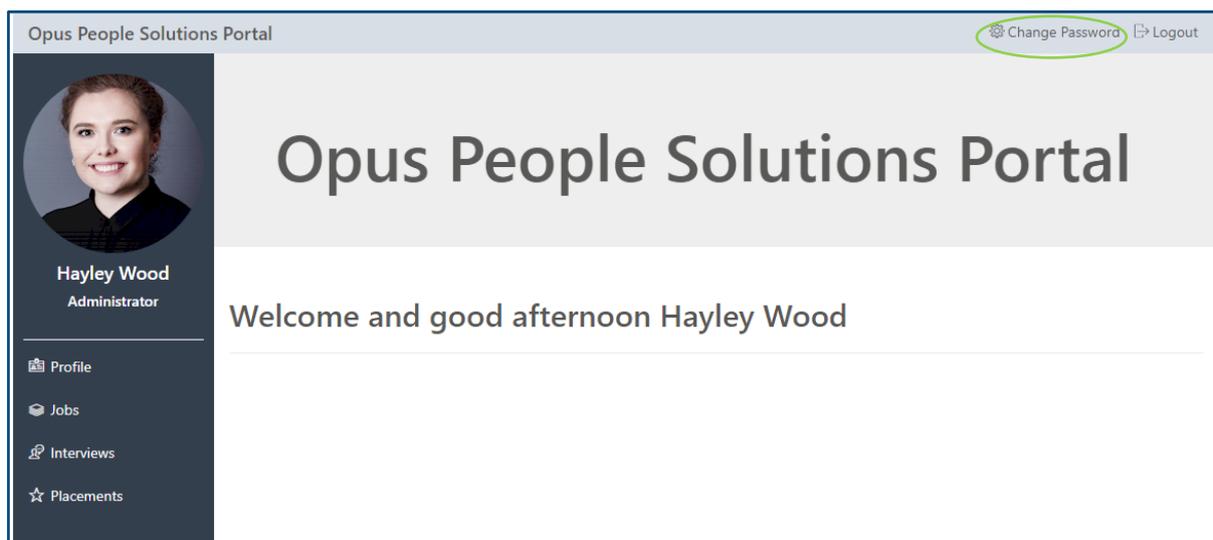
You can view your profile information by clicking **Profile** on the left. You can update this information on the system at any time. It is important that you keep your records up to date so that we always have the correct contact information for you.

How to request a temporary worker on the Opus Job Portal

To create a new request, select the **Jobs** tab on the left-hand menu. This will display a job request form. Please be sure to complete all fields on this form to enable us to understand your requirements.

The job description box is a free text box for you to add any additional details required for the job. Please include the following details within this box:

- Cost Code
- Additional Timesheet Approvers
- Order Justification
- Hours per week
- Job location
- Any salary details – if you're unsure of the specific rate you're hiring to, please provide an indication within this section e.g. Grade 4 and enter a £0 in the salary/rate box -this can then be discussed with you in more detail.

For Opus LGSS hiring managers, please also provide us with your ERP number for authorisation to recruit.

To avoid missing the approval deadline, we recommend that your workers have at least two timesheet approvers linked to their account. This means that if you are ever unable to approve your worker's timesheet, the second approver will be able to. Please include details of additional timesheet approvers in the free text box available.

When you have completed all the information, click **Add Job** to submit your request. A consultant will be in touch with you within 24 hours to discuss your requirement further. We will then agree next steps based on your role and requirements. If your request is urgent, please contact us directly.

When we have sourced candidates that we think are suitable for your role, we will send you their CVs to review and shortlist. We will work with you to arrange a suitable selection process which can include skills tests (chargeable) and/or interviews. After the selection process we will ask for your feedback on the candidates you see, so that we can provide them with feedback.

When you have identified your preferred candidate, we will liaise with them to finalise details of the placement and agree joining information.

As a manager, you will be responsible for arranging general induction, access to relevant buildings, IT equipment and any job specific induction required for the role, as you would with any employee.

We are committed to making sure all workers have a safe working environment. We will send you an Opus health and safety form to complete with your worker. This needs to be completed on the worker's first day and sent back to us.

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Approving time and expenses

Once your temporary worker is ready to start working with you, we will get them set up on our systems and provide them with details on how to submit time and expenses to you on a weekly basis. When your worker has submitted any time or expenses you will receive an email requesting that your approval.

Approving your worker's time or expenses is really easy. All the information you need is contained in the email and attached as a PDF. You can access this on a laptop or smart phone, so you should be able to do this from wherever you are.

If you are happy with the information all you need to do is click on the **Approve** button and then send to return the email.
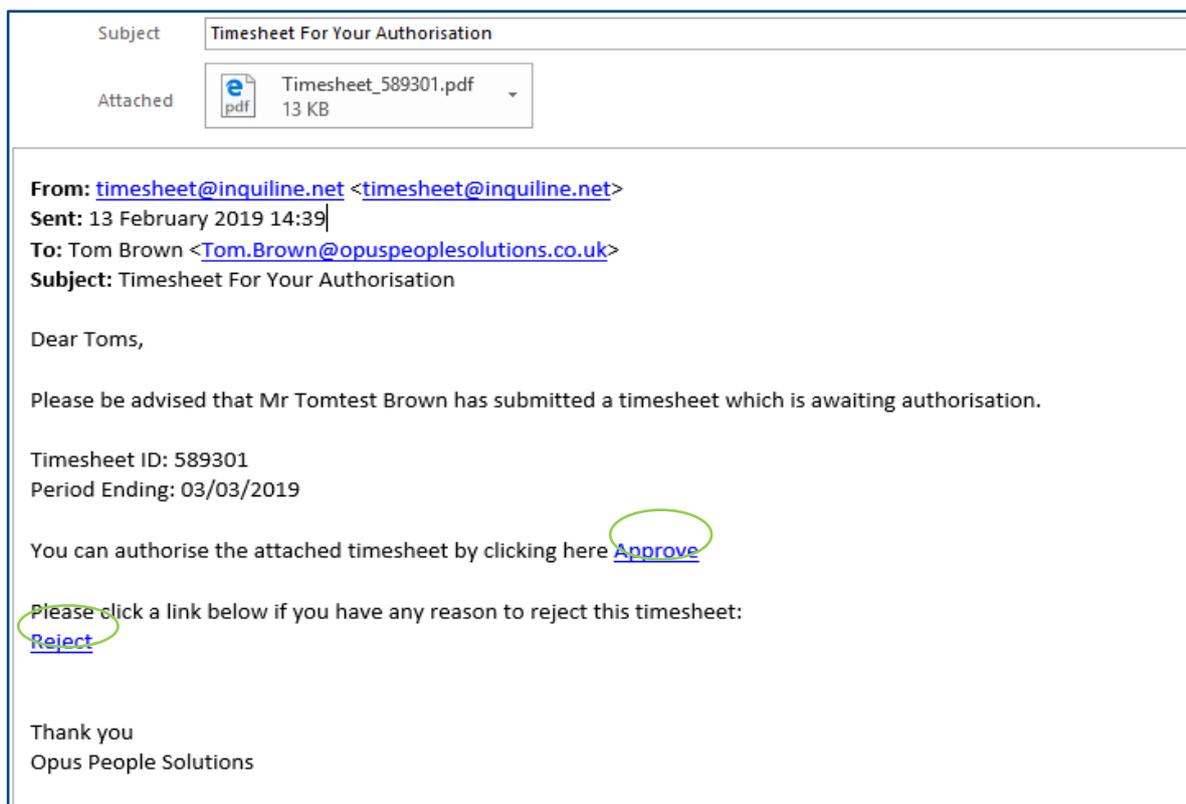
If you are not happy with the information, you can click on **Reject** and send. If you reject any time or expenses, you will need to discuss this with your worker and get them to resubmit their time or expenses.

We pay workers on a weekly basis. In order to ensure your worker gets paid, you will need to authorise time and expenses by **5pm on a Monday** every week. Your worker should submit their time or expenses in advance to allow you time to do this.

If the deadline for authorising time or expenses is missed, your temporary worker will not get paid in that week. We can arrange faster payments to pay your worker within the week, however this will incur an administration fee.

Ending a placement

When the placement is due to end, we will get in touch with you to see if you want to extend it or confirm the placement will finish.

You will need to collect any security access, IT equipment and notify your IT department that the worker has left in order to ensure all system access is removed, as you would with any other employee.

If you wish to end a placement early you can contact us to help arrange this. There is no notice period needed for managers or workers who wish to end/leave a placement.

FAQs

What notice period do I have to give/does my worker have to give?

There is no notice period required for either manager or temporary worker.

What happens if you can't find a candidate for my role?

As well as assessing our current pool of candidates, we will also advertise your role via our external channels, including jobs boards, social media and our own website. However, if we cannot find a suitable candidate for your role we will release it to external agencies who are part of our vast specialist supply chain.

As master vendor, Opus is responsible for filling all temporary vacancies for your organisation. All our registered suppliers/agencies sign a 'supplier agreement' to confirm that all contact will be made via Opus. Direct contact between a hiring manager and agency is strictly prohibited.

What do I do if I need to change any details about the placements such as rates, duration etc.?

If you would like to change any details regarding your placement, please contact us and we will be able to arrange this for you.

What happens if I am not satisfied with my worker/they have poor performance?

It is your responsibility as a manager to handle any performance related issues. However, if you wish to end the placement, please let us know and we will be able to arrange this with you.

If you have any safeguarding concerns surrounding a worker, please make sure to let us know urgently.

How do charge rates work?

Opus pay rates reflect the council's set pay scales and may vary depending on the worker's employment status. During the recruitment process, you will be notified of the relevant charges for a temporary worker.

Pension, National Insurance and holiday are included in your overall charge rate. If you have a query regarding a timesheet and/or the rates charged, please contact us.

Agency Worker Regulations

Agency Worker Regulations (AWR) are designed to give temporary agency workers equal treatment to permanent employees regarding pay and working conditions. After 12 weeks in the same role, workers will be entitled to the same pay and employment conditions as if they had been hired permanently into that role by the hirer at the start of the 12-week period.

For most temporary workers, this may mean an increase in their hourly rate after 12 weeks to bring them in line with permanent staff and/or an increased rate of holiday accrual.

Can I make my temporary worker permanent?

You are able to offer any of your temporary workers a permanent position. However, if your temporary worker is offered a permanent job within 12 weeks of their start date, this will likely incur a charge. If you would like to make your temporary worker permanent, please contact us to confirm details for your specific placement.

For a comprehensive list of FAQs for both managers and workers, please visit
https://opuspeoplesolutions.co.uk/about-opus/faqs/

Contact us

Should you have any queries about hiring a temporary worker please do not hesitate to contact us.

Telephone: 03301 242800 or visit our Contact page at
https://opuspeoplesolutions.co.uk/contact-us/

Our office hours are Monday to Friday, 8am to 6pm.