Opus Temporary Worker Handbook

Contents

Who are Opus?

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Opus People Solutions is an in-house recruitment agency, established in May 2014, which specialises in temporary recruitment for the public sector. We work directly with local authorities to fill temporary and interim positions, with an aim to reduce local authority spend by recruiting temporary workers through our direct talent pool.

As master vendor, all temporary placements within the councils we work with must be made through us. This means that candidates who are registered with us are notified of all available vacancies first, before other agencies are even aware.

We have a team of dedicated recruitment consultants based on site within the council offices, which enables us to be easily on hand to support both managers and workers.

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.

REC Member

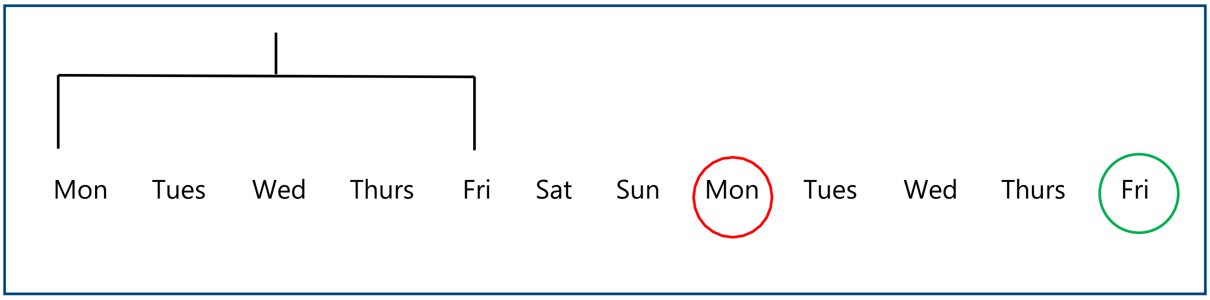
We are a member of the REC – we operate according to government legislation and best practice.

Timesheet and payroll deadlines

We outsource our payroll, so it's critical that we meet the deadlines given to us, in order for our workers to be paid in a timely fashion. Submitting and ensuring that your timesheet is approved by the deadline is your responsibility.

All timesheets must be approved by 5pm on a Monday. This will be for hours worked in the previous week. For example, a timesheet for week ending Sunday 03/03/2019 must be submitted and approved by 5pm on Monday 04/03/2019.

Please make sure when submitting your timesheet that you leave enough time to enable your manager to review and approve it.



Hours worked during this particular bracketed week, including Friday, must be **submitted and approved** by the **red circled Monday** at 5pm. Provided that you followed the given deadlines, payment will be received on the **green circled Friday**.

What if I don't have any hours to submit?

If you do not have any hours to claim for a particular week, you will need to submit a zero hours timesheet. You will need to create a timesheet as usual, select the appropriate week ending date, and then press submit. This then needs to be approved by your manager as usual.

Zero hours timesheets are important as they confirm that you have no hours to submit for that particular week. If you do not submit a timesheet, it's not clear whether you have forgotten to submit your hours, or if you just have no hours to claim.

What are the deadlines for timesheets claiming annual leave/Statutory Sick Pay?

All timesheets must adhere to the given deadlines, regardless of whether you're claiming holiday, Statutory Sick Pay (SSP), or regular hours. Holiday and SSP still need to be approved by your manager, despite the payment not directly coming out of their budget.

I'm an agency worker, do these deadlines apply to me?

Each individual agency has their own agreed deadlines to adhere to. Please confirm these with your agency to ensure that you are aware of them. This will ensure timely payment to your agency, and ultimately you.

What if my manager is on holiday/off sick?

We prefer for temporary workers to have at least two timesheet approvers for this reason. However, if the designated timesheet approver/s are not available to approve a timesheet for any reason, it is the worker's responsibility to arrange for another manager to approve.

Once you have identified another manager, who is happy to approve, they will need to notify our admin team. The admin team (admin@opuspeoplesolutions.co.uk) will then be able to add the additional approver.

What if my manager doesn't approve my timesheet by the deadline?

If your manager doesn't approve your timesheet by the deadline, you will miss the payroll for that week. Please make sure to submit your timesheet with enough time to allow your manager to approve it. Ultimately, it is your responsibility to liaise with your manager to ensure that timesheets are approved on time.

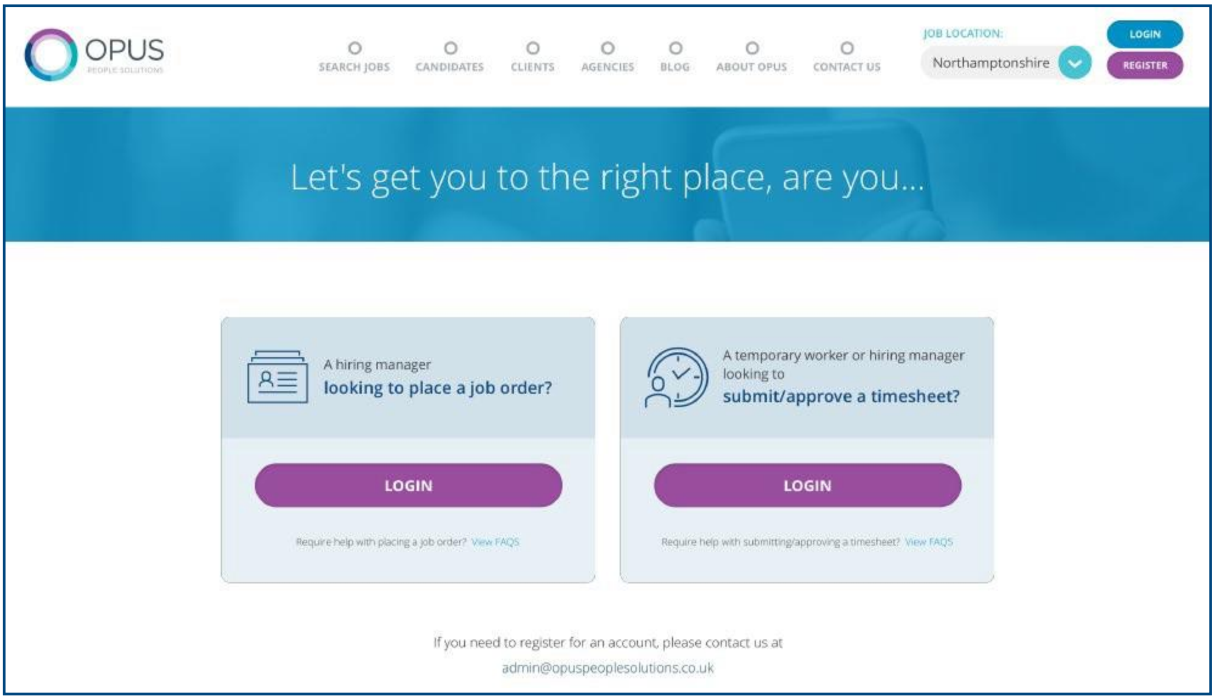
Please contact the admin team if your timesheet has been approved late.

Submitting your time and expenses

Logging in to InTime

You can submit your timesheets and expenses online using a system called InTime. When your placement is set up you will receive an email with your username and password and a link to log in to InTime. You can also access the portal via our website.

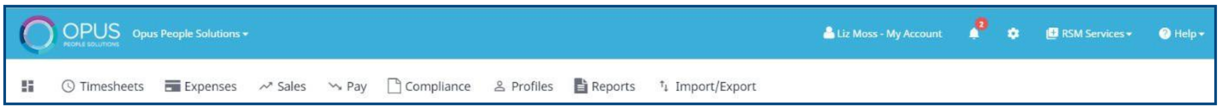
To do this, visit our website **opuspeoplesolutions.co.uk** and click the blue **LOGIN** button in the top right corner. After this click the second purple **LOGIN** on the right to submit a timesheet.
After this you will be prompted to provide your username and password details from the original email.



Once you have logged in you will be presented with the main InTime homepage. As well as submitting timesheets and expenses, you will also be able to view your profile information, payslips or self-bill invoices and view your timesheet history (depending on how you are paid).

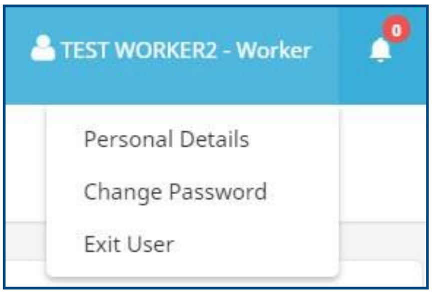
Navigation

The navigation menu is located across the top of the page.



The menu bar options will include the following as shown above:

- A multi square icon – taking you back to your homepage.
- Timesheets – this provides access to new, draft and previously submitted timesheets, and a timesheet search function.
- Expenses – which allows you to submit new and access historical expense claims.
- Pay – provides ability to access payslips, and/or self-bill invoices/credit notes.
- Profiles – this gives details of your placements and associated clients.



In the top right-hand corner of your screen:

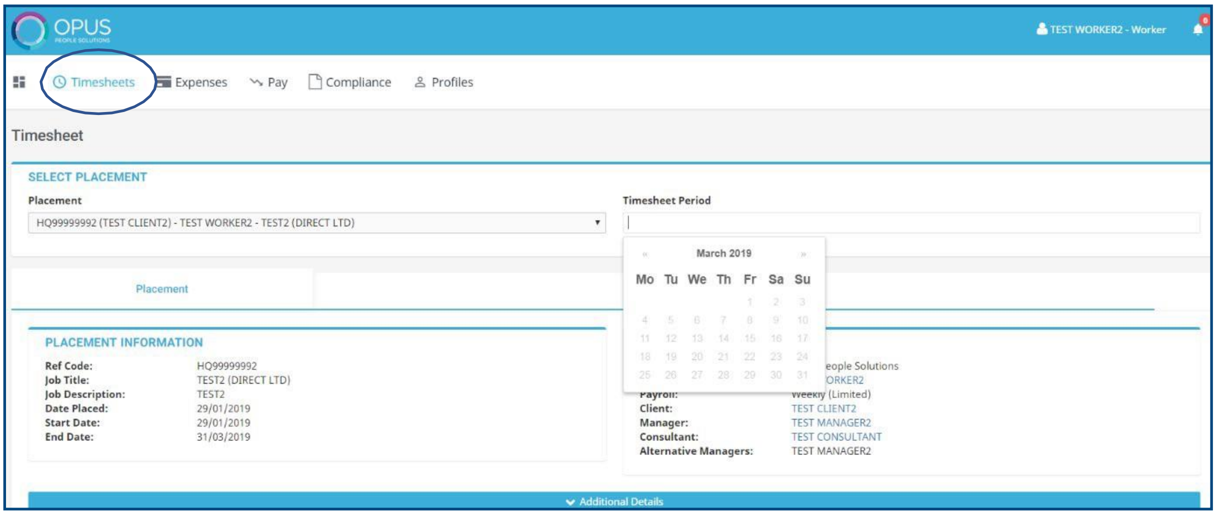
- Your name – Click on this, options appear for you to:
  - ✓ Update your personal details.
  - ✓ Change password.
  - ✓ Exit InTime
- Bell Symbol – Advises you of notifications.

Dashboard

As you scroll down your homepage, your personal dashboard will provide you with a real-time status of your current placement information, timesheets, expenses, and contract documentation that you can easily access directly from the dashboard.

Entering your timesheet

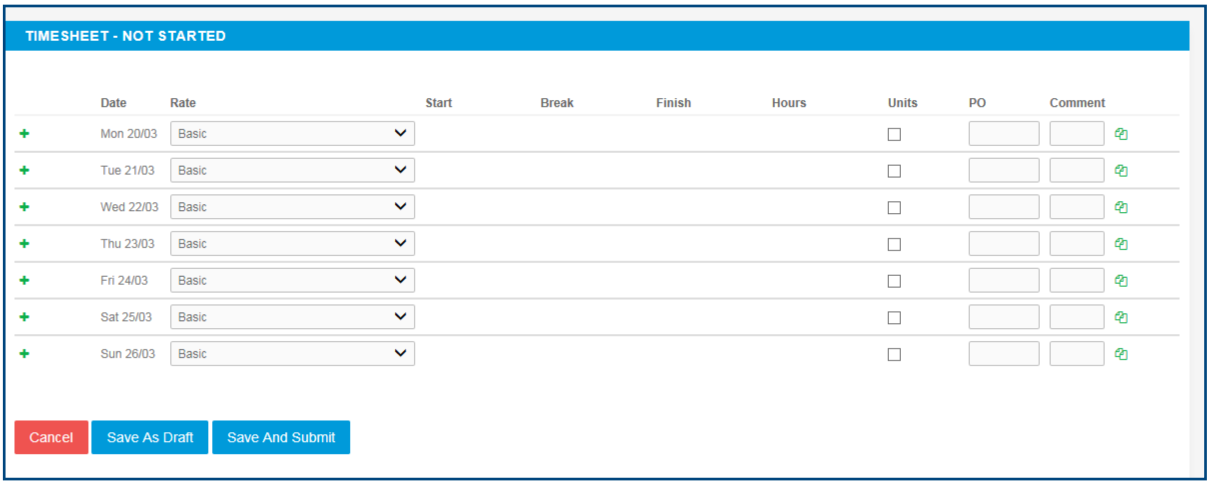
To begin, hover over **Timesheets** from the main menu bar at the top of the screen and select **Create.** You will then be prompted to select the placement from the drop-down box to enter time against, as well as the week ending date. You can use the provided calendar popup to help you select the correct date.



Reminder: Your working weeks run from Monday to Sunday, even if you don't work on weekends. When you select a date to enter your timesheet, provided the date you select is within the week you are entering a timesheet for, your timesheet will populate to the correct week ending date.

After selecting the period, you will be presented with a blank timesheet form similar to the screen shot shown below: Enter Hours/Units/Time as applicable for the period selected. The basic rate is selected by default here, so you can start entering your time for each of the days. The total hours (or hours claimed) is calculated automatically.

If you require additional rates, click on the green plus to add a shift and select the appropriate item from the additional rate drop-down.



You can click on **Save As Draft** to store the timesheet which will allow you to return to this information to edit.

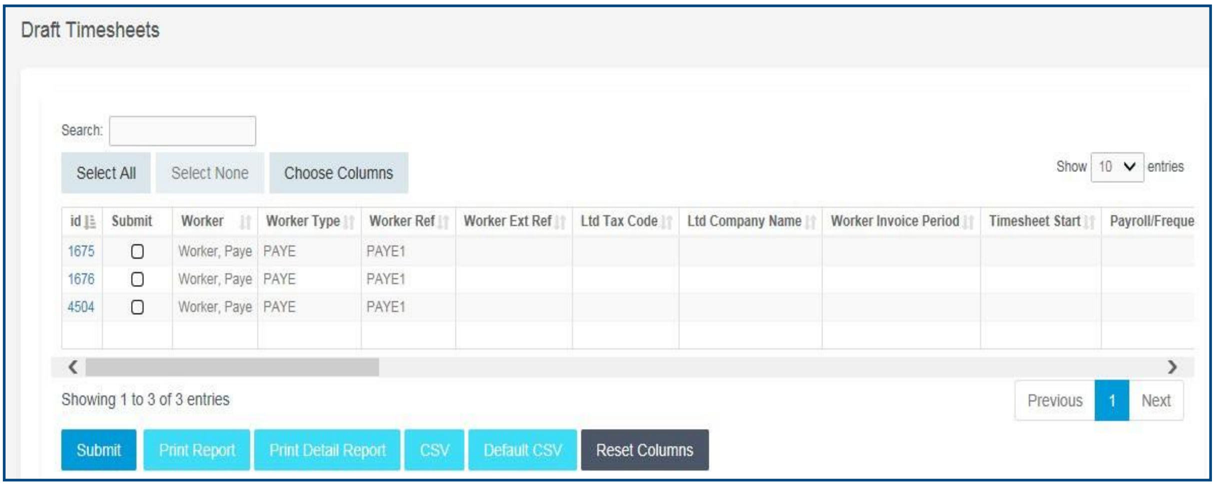
Once you have completed your timesheet click on the **Save And Submit** button, your timesheet will be sent to your manager for approval.

Please note: You will not be able to make any further edits once the timesheet has been submitted for approval.

Draft timesheets

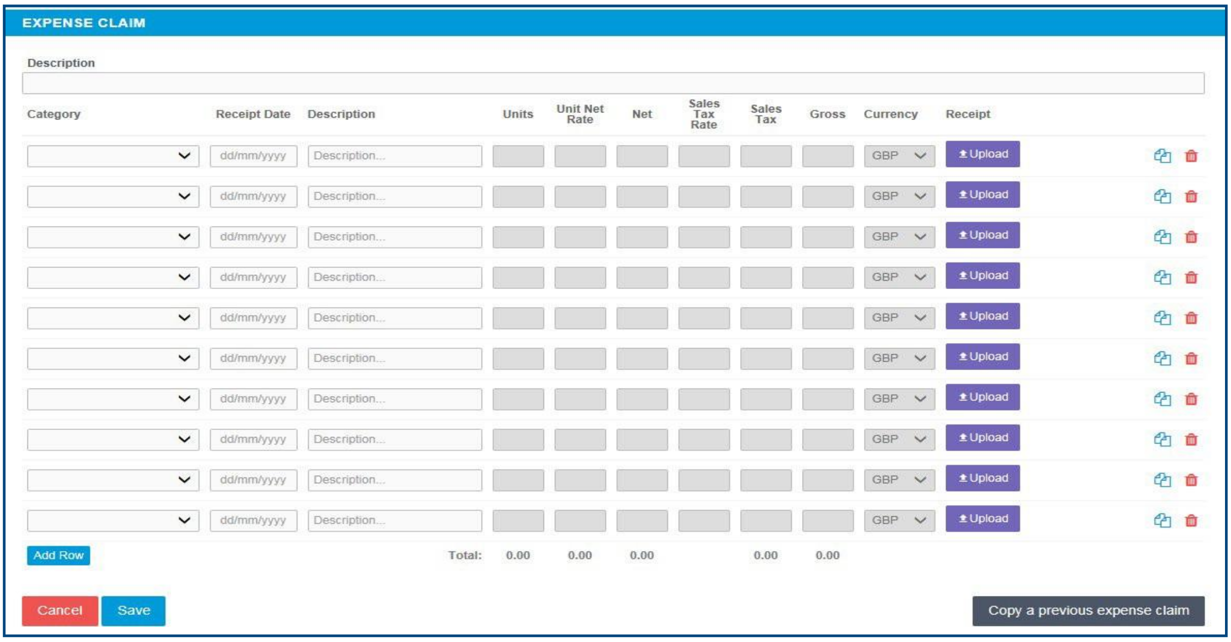
If you have created timesheets and saved them previously without submitting, you can still access them by selecting **Drafts** from the Timesheet menu, or from your dashboard. You will then be taken to the timesheet form described in the **Entering your timesheet** section. Please refer to these instructions to edit and submit your draft timesheet.

If you have multiple draft timesheets you wish to submit for approval, tick the box in the **Submit** column against the applicable timesheet and click on **Submit**. If you need to access a specific timesheet, click on the number in the **ID** column to view, edit, or submit.



Entering your expenses

To enter any expenses you may have, go to the **Expenses** menu at the top of the screen and hit create. You will then be prompted to select the client and placement you wish to claim against. You will now be presented with a blank expense claim form:



Select the correct type of expense and description from the provided dropdowns. Once you have filled in all the required fields hit **Save.** You will then get a summary of your expenses. If you need to edit your claim, please click the Edit button option. Once you have finished your claim, click **Submit.**

Timesheet and expenses status

You can view the status of your timesheets or expenses within the **Timesheets** or **Expenses** tabs on the main menu bar.

There are several statuses for timesheet and expense claims. These are:

- **Missing:** Timesheets that should be received in a specific date range but have not yet been created.
- **Draft:** Saved but not yet submitted. There are no draft expenses.
- **Submitted:** Created and submitted for approval. Submitted timesheets and expenses cannot be modified so please ensure all details are correct before submitting.
- **Approved:** Approved by your manager for payment.
- **Rejected:** Rejected by your manager. This is usually because of incorrect hours or expense lines. Your manager may have provided a comment as to why the timesheet or expenses was rejected. Once rejected, the timesheet become as draft for editing and resubmitting. Expenses can be edited via the Expenses Rejected menu option.

Submitted timesheets

If you need to check the status of your submitted timesheets, you can use your dashboard and see the status, or use the Unauthorised, Approved or Rejected options from the Timesheets menu. By clicking the timesheet ID, you can also see a detailed view of that timesheet. Note that you can only modify rejected timesheets.

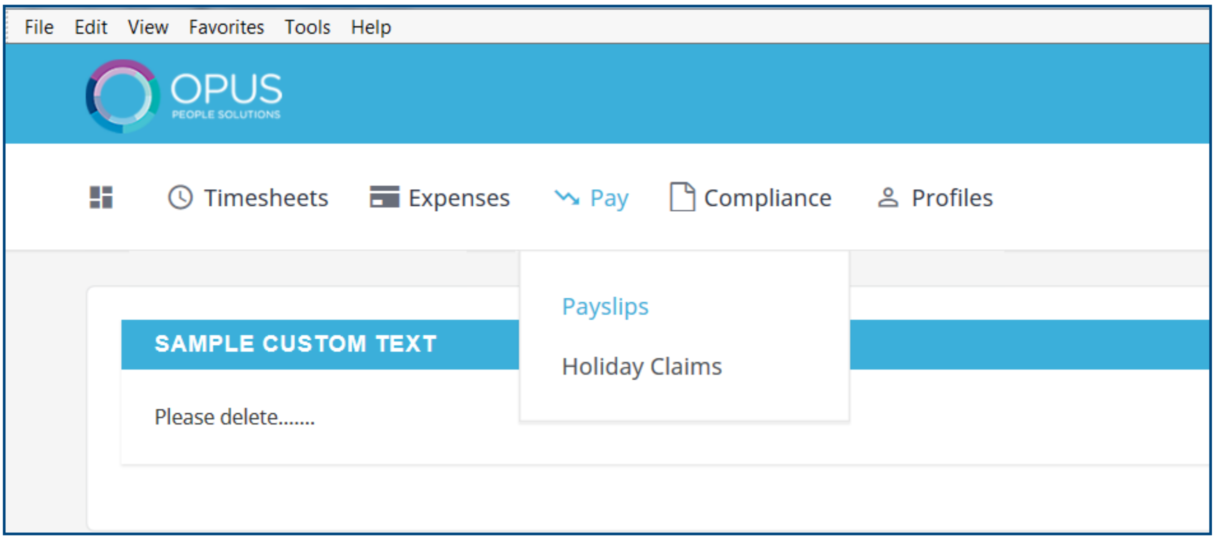
Submitted expenses

If you need to check details of your submitted expense claim, or to see if your manager has approved them, click Unauthorised, Approved or Rejected on the Expenses menu.

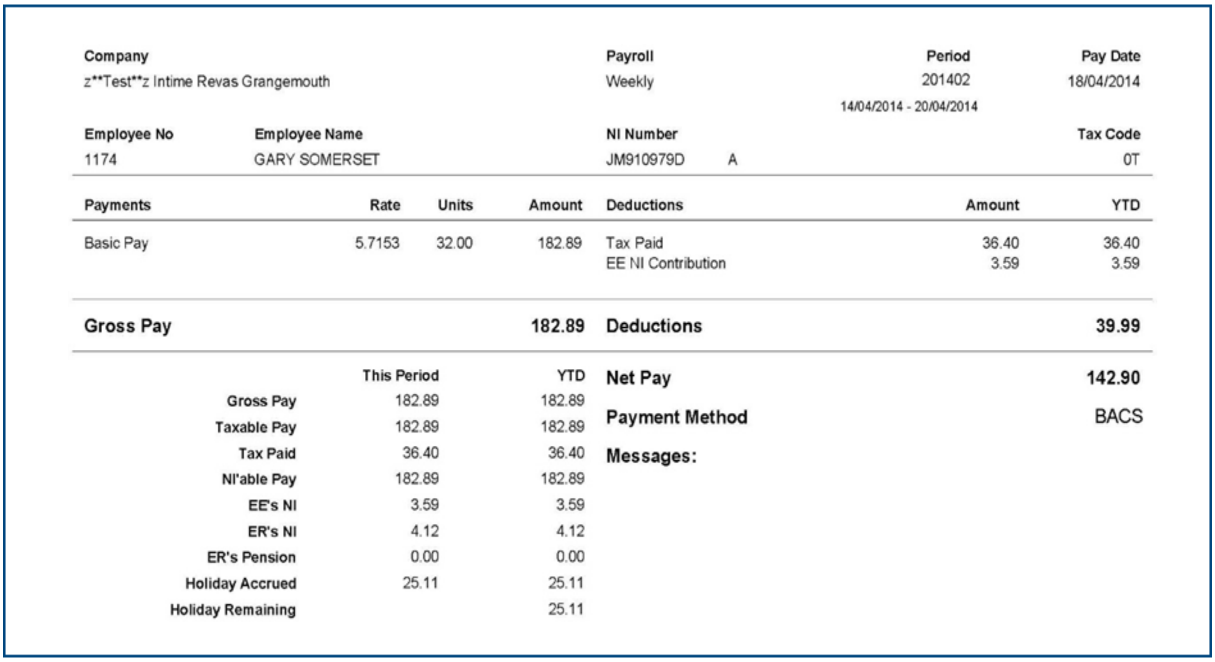
You can now view the status and summary of your submitted expense claim. By clicking the relevant expense item, you will be able to see a detailed view of the expense. Note that you will only be able to modify rejected expense claims.

Payslips

Your payslips will be issued weekly, and you will be able to view these within your InTime account. To view your payslips hover over **Pay** on the main menu bar and click **Payslips** from the drop-down menu.



Your payslip will show you any details regarding your weekly pay including any Tax and National Insurance deductions and the amount of holiday you have accrued.



Company		Payroll	Period	Pay Date
z**Test**z Intime Revas Grangemouth		Weekly	201402 14/04/2014 - 20/04/2014	18/04/2014

Employee No	Employee Name	NI Number		Tax Code
1174	GARY SOMERSET	JM910979D	A	0T

Payments	Rate	Units	Amount	Deductions	Amount	YTD
Basic Pay	5.7153	32.00	182.89	Tax Paid	36.40	36.40
				EE NI Contribution	3.59	3.59
Gross Pay			**182.89**	**Deductions**		**39.99**

	This Period	YTD
Gross Pay	182.89	182.89
Taxable Pay	182.89	182.89
Tax Paid	36.40	36.40
NI'able Pay	182.89	182.89
EE's NI	3.59	3.59
ER's NI	4.12	4.12
ER's Pension	0.00	0.00
Holiday Accrued	25.11	25.11
Holiday Remaining		25.11

Net Pay 142.90

Payment Method BACS

Messages:

Holiday

All temporary workers that are employed directly through Opus accrue holiday. The rate at which you accrue holiday will vary dependant on which council your placement is under, as well as how many hours you've worked in that week.

You can see how much holiday you have accrued on your payslip:

Company			Payroll	Period	Pay Date
z**Test**z Intime Revas Grangemouth			Weekly	201402 14/04/2014 - 20/04/2014	18/04/2014
Employee No	**Employee Name**		**NI Number**		**Tax Code**
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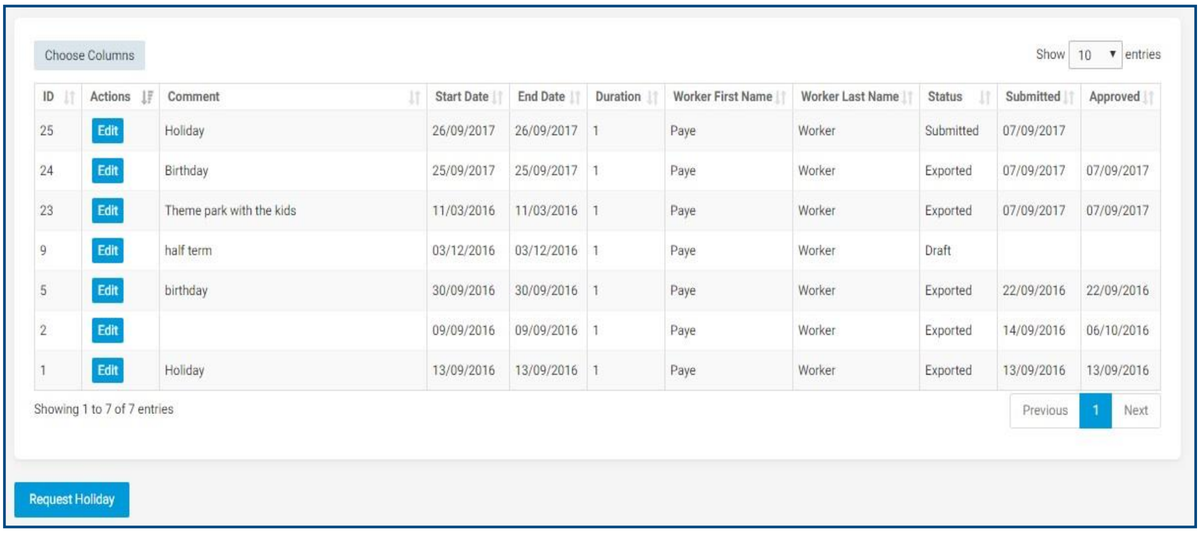
Holiday Accrued	25.11	25.11
Holiday Remaining		25.11

Net Pay	**142.90**
Payment Method	BACS
Messages:	

Submitting holiday

Before you submit any holiday, you must speak with your line manager to approve the time off. All time off, both paid and unpaid, needs to be agreed with your line manager in advance. The InTime system just provides a way to log your holiday balance and ensure you get paid correctly.

You can access the holiday module by selecting **Pay > Holiday Claims** from the navigation bar. The holiday claim dashboard will appear where you will be presented with all your historic and future claims.



Choose Columns

Show 10 entries

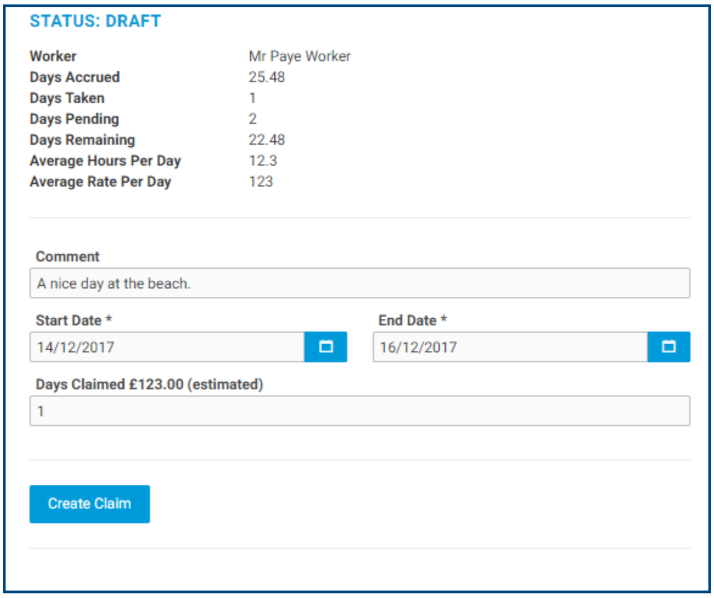
ID	Actions	Comment	Start Date	End Date	Duration	Worker First Name	Worker Last Name	Status	Submitted	Approved
25	Edit	Holiday	26/09/2017	26/09/2017	1	Paye	Worker	Submitted	07/09/2017	
24	Edit	Birthday	25/09/2017	25/09/2017	1	Paye	Worker	Exported	07/09/2017	07/09/2017
23	Edit	Theme park with the kids	11/03/2016	11/03/2016	1	Paye	Worker	Exported	07/09/2017	07/09/2017
9	Edit	half term	03/12/2016	03/12/2016	1	Paye	Worker	Draft		
5	Edit	birthday	30/09/2016	30/09/2016	1	Paye	Worker	Exported	22/09/2016	22/09/2016
2	Edit		09/09/2016	09/09/2016	1	Paye	Worker	Exported	14/09/2016	06/10/2016
1	Edit	Holiday	13/09/2016	13/09/2016	1	Paye	Worker	Exported	13/09/2016	13/09/2016

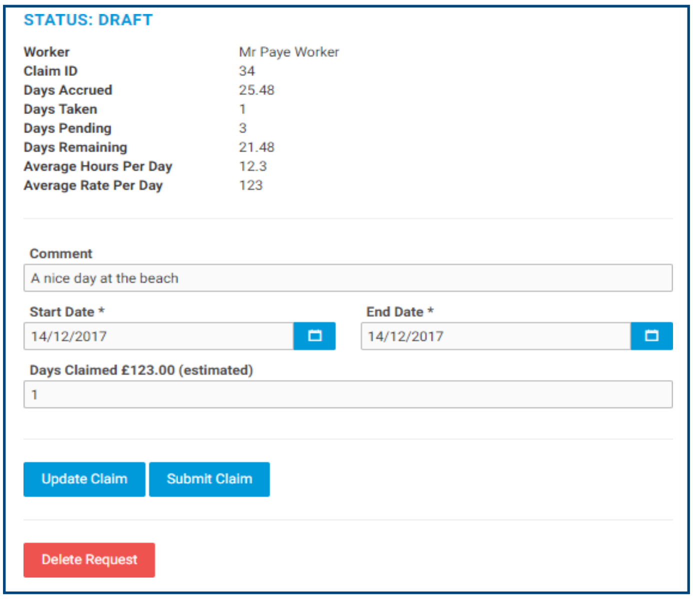
Showing 1 to 7 of 7 entries

Previous 1 Next

Request Holiday

To generate a new holiday request, click the 'Request Holiday' option. The new holiday request card will open. There is a two-step process to updating your claim.





Timesheets containing holiday hours must be submitted according to the same deadlines given for timesheets containing regular hours. Late timesheets will run the risk of missing payroll for that week.

Please note you will never be able to claim more holiday than you have accrued (value shown in the claim form). Once you have submitted the claim you will be able to see your holiday details such as days taken, remaining and pending.

Limited company invoices

Limited Company invoice and billing

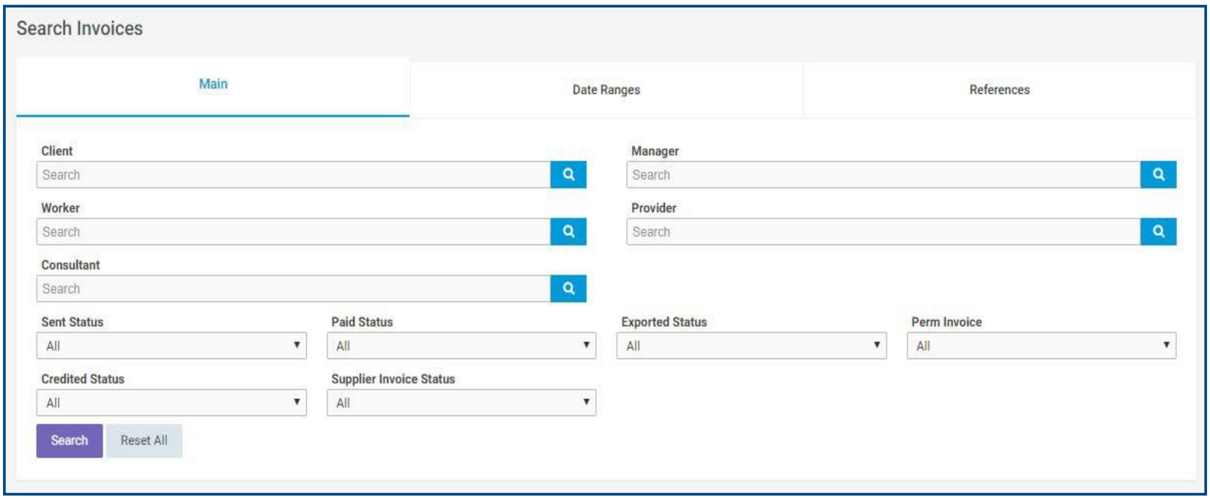
Limited company workers can access their Invoice and Credit Notes via the system.

When you login to InTime you will be presented with a dashboard, the menu bar is where you will be able to find relevant information.

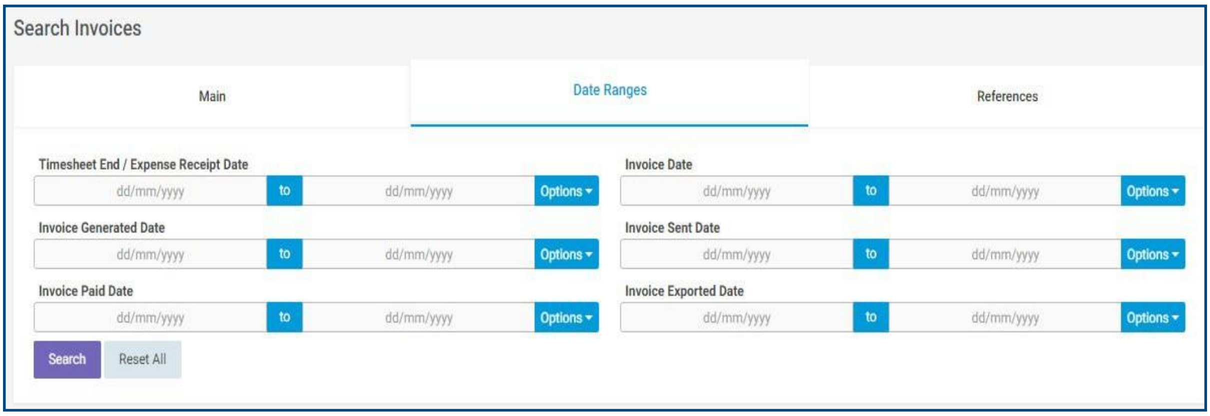
Invoices

Under the **Pay** tab you will see **List Invoices**, here you will be able to search for all invoices relating to your placement. You have a multitude of search parameters available, these are spread across three tabs at the top.

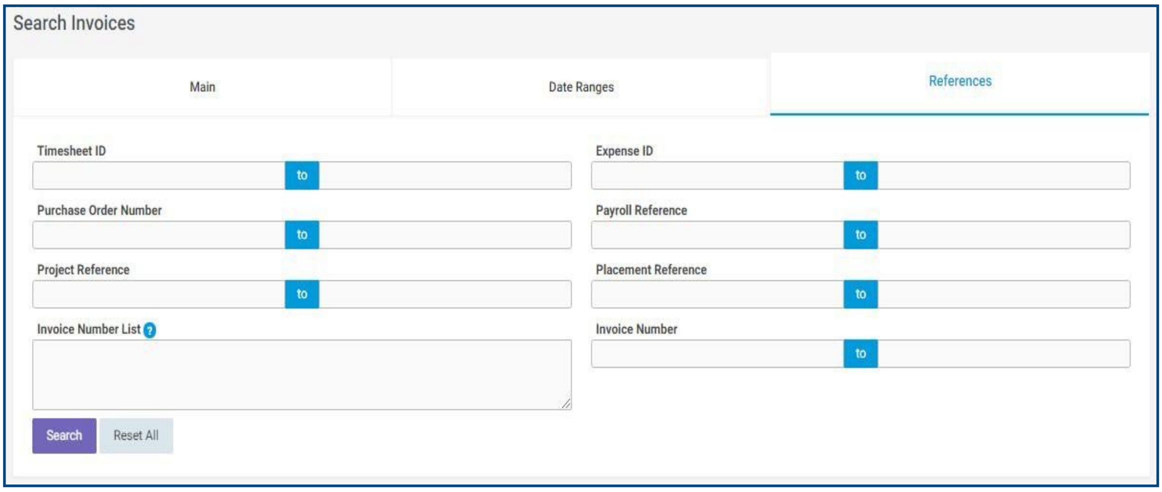
Main



Date Ranges



References



You will be able to export the invoice data by using the 'CSV' button at the bottom of your search results.

Credit Notes

Under the **Pay** tab you will see **List Credit Notes**, here you will be able to search for all credit notes relating to your placement. Again, there are a number of search parameters available to specify exactly what information you require.

FAQs

Can I view my profile information?

Yes, there are two types of profile information, they are:

Clients: This provides details relating to all the clients who you are assigned to. You can view this by selecting **Clients** from the **Profiles** menu.

Placements: This will provide you a list of all your active placements. You can obtain more information relating to each placement by clicking on the details report. This will show all details including any reference codes, start and finish dates and job descriptions.

Am I entitled to sick pay*?

As a temporary worker, you are entitled to Statutory Sick Pay (SSP) if you are off sick for four or more consecutive days. However, this must be entered into your timesheet for the corresponding week. A doctor's note will be required after seven days.

Can I take compassionate leave*?

Any period of compassionate leave must be agreed with your manager but is not paid. However, you may be able to cover this using your accrued holiday balance.

Will I be able to pay into a pension scheme*?

Our chosen pension provider is Nest and we will write to you at the beginning of your placement regarding our process for auto-enrolment.

Upon qualification, you will be automatically opted-in to the pension scheme. Once enrolled, Nest will send you a welcome pack which will provide you with all the details needed to log in to your Nest account.

If you wish to opt-out of Nest, you can do so during the opt-out period (the one-month period that starts three working days from your Nest enrolment date.)

Please note, if/when you become eligible it is a legal requirement for us to opt you in to a pension scheme. You can only be removed from this by opting out yourself during the designated period.

More information regarding Nest can be found here: https://www.nestpensions.org.uk/schemeweb/nest/members.html

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

*Applicable to PAYE workers only.

Contact us

Should you have any queries regarding your placement please do not hesitate to contact us.

Telephone: 03301 242800

or

Visit our **Website** at https://opuspeoplesolutions.co.uk/contact- us/

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