

# CANDIDATE STARTER PACK

## REGISTRATION

Thank you for choosing GEM Partnership to be your partner in obtaining work, we endeavour to be here to support you every step of the way. Our offices are open Monday to Friday 08.00am to 5.00pm.

If you have friends or relatives who are looking for work, please feel free to pass our details on and we can discuss opportunities with them too.

## STARTING YOUR ASSIGNMENT

- It is important that once you have started your assignment, that you follow a few quick guidelines in order to ensure you don't have any problems.
- Your Consultant will advise you of your start time and who to report to on your first day. It is important that on your first day you arrive at work 5-10 minutes before your start time so you are ready to start your assignment promptly. This creates a great impression on your first day!
- Your Consultant will keep in contact with you and it is important that you advise them of any problems you experience so we can help resolve them quickly for you.
- If you require any additional PPE for work, speak to your Consultant ASAP and we can provide this to you.

## ASSIGNMENT GUIDELINES

A copy of your Contract is provided by e-mail when you sign and complete the document, however, if you require a further copy please get in touch with your Consultant and we can provide this for you.

You will be e-mailed your Assignment Schedule (details about your assignment) once you have started your role, at this point only we will request your bank details – please ensure you provide these as soon as requested to avoid any delay in payments to you.

Please ensure you contact your Consultant at GEM Partnership if:

- Your end date to your assignment changes.
- You are unsure of any aspect or have any questions about your assignment.
- You change your personal details such as postal address, telephone number, e-mail, bank details or next of kin contact.
- You want to request a holiday (minimum notice of 2 weeks required).

## ABSENCE PROCEDURE

If you're going to be off work or late for your assignment, it is essential that you contact your Consultant OR the on-call team (if out of office hours) on 0191 5872999. We will require your name, where you're working, reason for lateness/absence and your expected return to work date/time.

- The absence policy states that you must contact us at least 1 hour before your start time OR as soon as you are aware you won't be able to attend work (ideally before 5pm if working shifts).
- You are also required to contact your Supervisor on your assignment advising them of your absence. GEM will co-ordinate your return to work so keep your Consultant updated.
- Failure to follow this process can result in your assignment being terminated.
- Also please note, Clients do ask GEM Partnership to monitor attendance of all workers and any potential permanent positions that arise may not be offered for candidates with poor attendance records.

## DENTISTS OR DOCTORS APPOINTMENTS

If you need to book a dentist or doctors appointment, it is advisable to do this outside of your normal working hours, however, time will be allowed to attend appointments where this is not possible. A minimum of 48 hours' notice is required and you would need to contact your Consultant directly regarding this matter.

## MATERNITY/PATERNITY APPOINTMENTS

You may take reasonable time off during working hours for ante-natal appointments. You should try to give as much notice as possible of the appointment.

## TIMESHEETS AND PAY

Each specific assignment will have different timesheet completion requirements. You may be issued with a timesheet to complete each week or you may be given a swipe card to record your hours or there may be another process in place. This depends on your assignment and your Consultant will advise you of this before you start work. GEM Partnership recommend that all candidates also keep a record of their hours each week in case of a discrepancy.

The following apply:

- Your wages are paid one week in arrears on a Friday (if you work this week, you will be paid for these hours the following week).
- Your payslip will be e-mailed to the e-mail address you provide on your bank details form, you will receive this by Thursday evening each week unless otherwise advised by your Consultant.
- If you have not provided your bank details and you have started work, get in touch with your Consultant ASAP to provide these.
- If you have any queries in regards to your Tax or National Insurance contributions, please contact HMRC on 0300 200 3300.
- In the event that you have any other enquiry, please contact your Consultant.

## CONTACTS

Newcastle	Office:	0191 2446444
Peterlee	Office:	0191 5872999
Emergency Number Only:		07714754095
Payroll	Queries:	Please contact your Consultant directly
Complaints or Concerns:		Please contact your Consultant in the first instance or e-mail <a href="mailto:info@gempartnership.com">info@gempartnership.com</a> where a member of the Compliance Team will respond.

Our Modern Slavery Statement is available to view on our website at [https://www.gempartnership.com/terms\\_conditions/](https://www.gempartnership.com/terms_conditions/)