

## Agency Workers Buyers Guide

**CONFIDENTIAL - Contains commercially sensitive information which should not be shared out of the University of Bath**

Those staff responsible for hiring agency workers should: - Read and carefully consider this guidance and seek further advice if this is required from [Jess McGee \( jm4118@bath.ac.uk \)](mailto:jm4118@bath.ac.uk) in HR, or from [Liam Kilawee \(LK363@bath.ac.uk\)](mailto:LK363@bath.ac.uk) in Procurement.

Please carefully consider if the use of an agency worker will constitute value for money for the University in the future. You may wish to consider employing and utilising (a student) casual staff, or a fixed term / casual appointee. This should be done in discussions with your [HR Recruitment and Talent Acquisition contact](#).

**Approval to hire** staff responsible for hiring agency workers must obtain authorisation to hire/engage **before** contacting an employment agency. Whenever there's a need for temporary assistance through a recruitment agency, you are required to submit an agency worker Staff Request Form (SRF), irrespective of whether you think the payment method chosen by the introduced individual, will involve an umbrella company.

**Confirmation of tax arrangements:** - once you have obtained approval for the role, to ensure any necessary tax and national insurance deductions will be made, you must check the tax arrangements for the engagement with the agency (see guidance below 'Checking the tax arrangement for the engagement (PAYE, NESA and IR35)').

The routes for approval are as follows:

**Agency worker for a new position or with a duration of greater than 9 weeks:**

*Recruiting Manager > Finance Review > Departmental Review > Strategic Appointment Team (SAT) Review > HR Recruitment Confirmation.*

**Agency worker replacement position e.g. To cover sickness or absence and with a duration of less than 9 weeks:**

*Recruiting Manager > Finance Review > Departmental Review > Strategic Appointment Team (SAT) Review > HR Recruitment Confirmation.*

Those staff responsible for hiring agency workers must: - Request authorisation to hire / engage an agency worker by submitting an [agency worker SRF](#)

The request for approval should give full details of the following:

- the circumstances that have given rise to the need to engage an agency worker and why other non-agency arrangement would not be possible.
- details of the role and working period.
- the time period of the proposed engagement.
- a formal request to move funding from pay to non-pay budgets, if applicable, or otherwise an explanation of how the costs of the agency worker is to be met.

Once you receive approval to proceed you will be provided with a Unique Reference Number (URN) which must be quoted on the CV request form and your requisition. When complete this

form must be emailed to the SUPC TAP Framework suppliers, by selecting the appropriate job family CV Request email address.

**Agencies have been advised to return any request which doesn't contain an URN.**

You will not be permitted to engage an agency worker through another company unless any of the contracted suppliers cannot field a suitable candidate, and you have received approval from Procurement.

**Checking the tax arrangement for the engagement (PAYE, NESA and IR35)**

We have instructed the Agencies on this agreement to only provide candidates who will be paid on a PAYE basis, inside of IR35.

Umbrella companies provide payroll services (PAYE) to contractors, freelancers, and temporary workers. Despite this arrangement, these individuals are still categorised as falling within the scope of IR35 regulations, thereby retaining their status as agency employees.

For all agency workers, you must check with the agency that the most suitable candidate will be paid on a PAYE basis. In exceptional circumstances where the candidate will not be paid on a PAYE basis and they wish to be engaged through the Agency via an intermediary (i.e. their own limited company or partnership), to comply with HMRC regulations you will need to:

- perform an IR35/NESA assessment following the guidance [Engaging Contractors - through Non-Employment Status Assessment \(NESA\) \(bath.ac.uk\)](#) to confirm if IR35 legislation applies.
- send a copy of the employment assessment to the agency and the candidate (where IR35 applies, the agency will be responsible for deducting tax and national insurance from payments made to the candidate).
- the employment assessment reference, provided by the University NESA webapp, must be input as the Employment Status Assessment Reference field on the requisition.

**Agency Information & Contact Details**

**Lot 1 – Admin & Clerical Roles**

Agency	Agresso id	Contact	Email	Phone
Adecco	<b>182901</b>	Jess Hardie/ Supicha Fairhurst	<a href="mailto:Jess.Hardie@adecco.co.uk">Jess.Hardie@adecco.co.uk</a> / <a href="mailto:nat@adecco.co.uk">nat@adecco.co.uk</a>	07834 618 403
Blue Arrow	<b>113764</b>	Nigel Morton	<a href="mailto:Bristol@bluearrow.co.uk">Bristol@bluearrow.co.uk</a>	0117 9299 449
Brook Street	<b>186842</b>	Jeni Chandler	<a href="mailto:Bristol@brookstreet.co.uk">Bristol@brookstreet.co.uk</a>	01179 486 313
GI Group	<b>186844</b>	Emily Whitfield/ Laura Vieira	<a href="mailto:bristol@gigroup.com">bristol@gigroup.com</a> / <a href="mailto:gi.publicsector@gigroup.com">gi.publicsector@gigroup.com</a>	01174 569 777
Pertemps	<b>181878</b>	Charlotte Perriman/ Peter Dixon	<a href="mailto:charlotte.perriman@pertemps.co.uk">charlotte.perriman@pertemps.co.uk</a> / <a href="mailto:peter.dixon@pertemps.co.uk">peter.dixon@pertemps.co.uk</a>	02920 220 776/ 01676 525000
Reed	<b>166416</b>	Sam Fanthorpe	<a href="mailto:Sam.Fanthorpe@reed.com">Sam.Fanthorpe@reed.com</a> / <a href="mailto:ethel.nade_gwa@reed.com">ethel.nade_gwa@reed.com</a>	0117 9303010

**Lot 2 – Ancillary Roles**

Agency	Agresso id	Contact	Email	Phone
Adecco	<b>182901</b>	Jess Hardie / Supicha Fairhurst	<a href="mailto:Jess.Hardie@adecco.co.uk">Jess.Hardie@adecco.co.uk</a> / <a href="mailto:nat@adecco.co.uk">nat@adecco.co.uk</a>	07834 618 403
Blue Arrow	<b>113764</b>	Nigel Morton	<a href="mailto:Bristol@bluearrow.co.uk">Bristol@bluearrow.co.uk</a>	0117 9299 449
GI Group	<b>186844</b>	Emily Whitfield/Laura Vieira	<a href="mailto:bristol@gigroup.com">bristol@gigroup.com</a> / <a href="mailto:gi.piublicsector@gigroup.com">gi.piublicsector@gigroup.com</a>	01174 569 777
Manpower	<b>186846</b>	Holly McNally	<a href="mailto:Bristolregional@manpower.co.uk">Bristolregional@manpower.co.uk</a>	01179 338 671
Pertemps	<b>181878</b>	Charlotte Perriman / Peter Dixon	<a href="mailto:charlotte.perriman@pertemps.co.uk">charlotte.perriman@pertemps.co.uk</a> / <a href="mailto:peter.dixon@pertemps.co.uk">peter.dixon@pertemps.co.uk</a>	02920 220 776 / 01676 525000
Reed	<b>166416</b>	Sam Fanthorpe	<a href="mailto:Sam.Fanthorpe@reed.com">Sam.Fanthorpe@reed.com</a> / <a href="mailto:ethel.nadegwa@reed.com">ethel.nadegwa@reed.com</a>	0117 9303010

**Lot 5 – Corporate & Professional Roles**

Agency	Agresso id	Contact	Email	Phone
Adecco as Badenoch & Clark	<b>186841</b>	Dave Pemberton	<a href="mailto:Dave.pemberton@badenochandclark.com">Dave.pemberton@badenochandclark.com</a>	01212 349 200
Capita	<b>132645</b>	Vikki Stanley	<a href="mailto:vikki.stanley@capita.com">vikki.stanley@capita.com</a>	07500 994 111
Morgan Hunt	<b>186847</b>	Luke O'Neill	<a href="mailto:luke.oneill@morganhunt.com">luke.oneill@morganhunt.com</a>	07545 088105
Law Morgan Ltd t/a Morgan Law	<b>181437</b>	Nicola Shaw	<a href="mailto:nicolashaw@morgan-law.com">nicolashaw@morgan-law.com</a>	0845 241 2854
Pertemps	<b>181878</b>	Charlotte Perriman / Peter Dixon	<a href="mailto:charlotte.perriman@pertemps.co.uk">charlotte.perriman@pertemps.co.uk</a> / <a href="mailto:peter.dixon@pertemps.co.uk">peter.dixon@pertemps.co.uk</a>	02920 220 776 / 01676 525000
Reed	<b>166416</b>	Sam Fanthorpe	<a href="mailto:Sam.Fanthorpe@reed.com">Sam.Fanthorpe@reed.com</a> / <a href="mailto:ethel.nadegwa@reed.com">ethel.nadegwa@reed.com</a>	0117 9303010

**Lot 6 – Digital, Data & Technical (ICT) Roles**

Agency	Agresso id	Contact	Email	Phone
Adecco as Badenoch & Clark	<b>186841</b>	Dave Pemberton	<a href="mailto:Dave.pemberton@badenochandclark.com">Dave.pemberton@badenochandclark.com</a>	01212 349 200
Capita	<b>132645</b>	Vikki Stanley	<a href="mailto:vikki.stanley@capita.com">vikki.stanley@capita.com</a>	07500 994 111
Certes Computing Ltd	<b>186843</b>	Amanda Little Joanne Stanley Amy Williams	<a href="mailto:Amanda.Little@certes.co.uk">Amanda.Little@certes.co.uk</a> <a href="mailto:joanne.stanley@certes.co.uk">joanne.stanley@certes.co.uk</a> <a href="mailto:amy.williams@certes.co.uk">amy.williams@certes.co.uk</a>	01675 468968 01675 468 949
Intelligent Resource	<b>186845</b>	Kaye Wood	<a href="mailto:supc@intelligent-resource.com">supc@intelligent-resource.com</a>	07866 197 728
LA International	<b>188286</b>	Sarah Harvey	<a href="mailto:sharvey@lainternational.com">sharvey@lainternational.com</a> <a href="mailto:HE@lainternational.com">HE@lainternational.com</a>	07875 171302 01782 203040
Pertemps	<b>181878</b>	Charlotte Perriman / Peter Dixon	<a href="mailto:charlotte.perriman@pertemps.co.uk">charlotte.perriman@pertemps.co.uk</a> / <a href="mailto:peter.dixon@pertemps.co.uk">peter.dixon@pertemps.co.uk</a>	02920 220 776 / 01676 525000
Reed	<b>166416</b>	Sam Fanthorpe	<a href="mailto:Sam.Fanthorpe@reed.com">Sam.Fanthorpe@reed.com</a> / <a href="mailto:ethel.nadegwa@reed.com">ethel.nadegwa@reed.com</a>	0117 9303010

## Fees & Charges

Please see '[Agency Framework Rates](#)' for **indicative rates** inclusive of all fees including:

- WTR – Working Time Regulation
- Emp NI – Employers National Insurance
- Pension Contribution
- Apprenticeship Levy
- Agency Commission Rate
- **NB: VAT has not been calculated but is applicable at 20%**

The Agency will provide you with **exact costings** for your temporary worker when they provide you with candidate CVs.

## P2P Process (Purchase to Pay)

A requisition will need to be raised in **advance**, covering the duration of the engagement. You should not wait for an invoice to raise your order, as all suppliers have been instructed to only provide an agency worker on receipt of a URN and valid University of Bath URN and purchase order.

Once you have agreed an appointment with one of the agencies, the following information will help you to ensure a smooth P2P process:

### Raising an order – Purchase orders must be raised for all appointments:

- Vendor numbers for some of the suppliers are given above, others will need to be set up upon first use
- Please use product code **P-RK-00** Temporary Staff and Employment Agencies
- The purchase order should include adequate funds to cover basic pay + working time regulation uplift + employers NI + agency commission.
- Each line should cover the cost for one week, with the quantity being the number of weeks the person is to be engaged for.
- Please include the name of the agency worker, the job role and URN in the line detail.
- Please ensure that you notify the agency of the purchase order number and ask them to ensure that it is quoted, along with the URN, on all invoices relating to that individual.
- **VAT** – VAT is added to all elements of the invoice.

**Timesheets/Goods Receipt** – You will be required to sign a weekly timesheet by the agency. As soon as this timesheet has been signed and returned you should carry out your Goods Receipt Note (GRN) approval for that week.

**Invoicing** – Invoices will be automatically passed for payment if it matches the purchase order number and a GRN has been completed.

### Temporary to Permanent Fees

If the University goes on to directly employ someone who has previously been engaged as a temporary worker via an agency, then in certain circumstances a Temporary to Permanent Fee will be payable. This fee is waived if the individual has been engaged as a temporary worker for more than 13 weeks. Temporary to Permanent Fees are detailed below applicable under the

contract, but as they are not payable in every situation, please refer any requests for such fees to [l.kilawee@bath.ac.uk](mailto:l.kilawee@bath.ac.uk):

**Lot 1 – Admin & Clerical Roles**

Agency	1-12 weeks inc.	13+ weeks
Adecco	6.00%	0.00%
Blue Arrow	10.00%	0.00%
Brook Street	8.00%	0.00%
GI Group	12.50%	0.00%
Pertemps	10.00%	0.00%
Reed	12.50%	0.00%

**Lot 2 – Ancillary Roles**

Agency	1-12 weeks inc.	13+ weeks
Adecco	6.00%	0.00%
Blue Arrow	10.00%	0.00%
GI Group	10.00%	0.00%
Manpower	8.00%	0.00%
Pertemps	10.00%	0.00%
Reed	12.50%	0.00%

**Lot 5 – Corporate & Professional Roles**

Agency	1-12 weeks inc.	13+ weeks
Adecco as Badenoch & Clark	8.00%	0.00%
Capita	8.50%	0.00%
Morgan Hunt	9.50%	0.00%
Pertemps	10.00%	0.00%
Reed	15.00%	0.00%

**Lot 6 – Digital, Data & Technical (ICT) Roles**

Agency	1-12 weeks inc.	13+ weeks
Adecco as Badenoch & Clark	8.00%	0.00%
Capita	8.50%	0.00%
Certes Computing Ltd	8.00%	0.00%
Intelligent Resource	10.00%	0.00%
LA International	10.00%	0.00%
Pertemps	10.00%	0.00%
Reed	15.00%	0.00%

All Temporary to Permanent Fees quoted above are based on a percentage of annual salary.

**Agency Workers Regulations** - All those using agency workers must **read and carefully consider** the requirements of the Agency Workers Regulations 2010, as detailed in **Management information on engaging agency workers**. Further advice can be obtained from [Jess McGee Talent Acquisition Manager](#) if required.

**Induction** – Basic induction information will be provided by the agency to new agency workers prior to their commencement at the University, however Departments should also advise agency workers of the benefits of working at the University by directing them to the Human

Resources webpages at <http://www.bath.ac.uk/hr/>, which gives details of the collective facilities and amenities available to agency workers and how to access University vacancies via its jobs site, which are rights for agency workers from the first day.

Departments should also use the Induction Checklist: available from the HR webpages at: <https://www.bath.ac.uk/publications/induction-checklist-for-line-managers/> to ensure that agency workers are fully introduced to the department and their job.

If you require your agency worker to have IT access, you should contact your department's designated maintainer and request them to add the agency worker to "access manager". This will create a record on Person Finder and will enable you to submit a DDaT topdesk ticket requesting account creation and IT access.

**HR queries** – If you have any HR related queries these should be directed to your appropriate HR Recruitment and Talent Acquisition manager and general Recruitment queries should be directed to Jess McGee