

# HR01d - Recruitment and Selection Procedure - Agency

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<b>To be issued to:</b>			
<input type="checkbox"/> Board of Management <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
<b>Method of Delivery</b>			
<input type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (eg. Agencies)		<input checked="" type="checkbox"/> Policy Owner to Notify (eg. Contractors) <input type="checkbox"/> Other: _____	
<b>Stakeholder Consultation Completed</b>			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input checked="" type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input checked="" type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input checked="" type="checkbox"/> Other: Policy & Procedure Review Group	

## Version Control

Date	Owner	Version	Reason for Change
Dec 2024	Michael Catlin	1	New Procedure.

## Summary of Changes

Section	Change
All	New Procedure.

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## 1.0 Introduction

This procedure is intended to provide Ark Managers and staff clear and straightforward best practice guidance on recruiting those that have previously worked for Ark through an agency. This procedure should be used alongside HR01a – Recruitment & Selection Procedure.

### 1.1 Agency Workers

Where an applicant has answered yes to the question ‘Have you worked for Ark through an agency in the last 12 months?’ or the hiring manager is aware that the applicant has worked for Ark in the last 12 months via an agency there are additional steps that need to be taken in addition to the recruitment process in HR01a.

These additional steps are required as the recruitment of people who have previously worked for Ark through agencies can incur a significant finders fee, as outlined in the agency’s terms and conditions.

### 1.2 Agency Finder Fees

An agency finder fee is where a fixed fee is paid to the agency for sourcing an employee for Ark. This finders fee is payable where a worker has previously worked a shift at any Ark service via the agency.

Arks current stance is that we will not pay agency finders fees for any Support Worker posts due to the financial impact of these fees. In these instances, the Temporary to Permanent (Temp to Perm) transfer process should be used if possible.

Finders’ fees may be paid with prior agreement from the Leadership Team for other posts in exceptional circumstances. Though in most cases recruitment should be attempted via Arks usual channels before agency recruitment is considered.

### 1.3 Temporary to Permanent (Temp to Perm)

A ‘Temp to Perm’ transfer is where the hiring manager agrees to book the agency worker for a set number of hours for a set number of weeks via the agency at the end of which the employee transfers to Ark without us having to pay the finder’s fee.

## 2.0 Agency Worker Recruitment – Temp to Perm Transfer Process

The following guidelines should be followed when recruiting any Support Worker applicant who has previously worked for Ark through an agency. The below must take place prior to any verbal or written offer being made to an applicant.

- Hiring manager identifies that an applicant has previously worked for Ark via an agency.

- The hiring manager need to find out the following information:
- The service that the agency shifts were carried out at, the agency the applicant completed these shifts with and when the last worked shift worked via the agency was.
- The hiring manager must check the agency terms and conditions (these can vary from agency to agency) to work out if Ark would be liable to pay any agency fees. This can apply if the applicant has worked for Ark via an Agency within the last year, though the exact period can vary so the terms and conditions must be checked. Support from HR can be sought at this stage.
- The hiring manager must agree transfer terms with the agency prior to a verbal offer being made. The number of hours that Ark needs to book through the agency before the applicant transfers to Ark must be agreed in writing with the Agency. In some cases where we have already been using an agency worker or a significant time, we can sometimes we can arrange for the transfer period to be back dated. However, this is at the discretion of the agency.
- Once an agreement has been reached with the agency the agreement and offer details should be forwarded to HR.

Any questions regarding this process the hiring manager should contact HR to clarify prior to any offer being made.

## 3.0 Implementation Review

### 3.1 Implementation

The Head of People & Organisational Development is responsible for ensuring that the policy and procedure is implemented when required.

### 3.2 Review

This procedure will be reviewed within 3 years from the date of approval in accordance with Ark's review framework.