

# newsnviews @cjrecruitment.co.uk

## End of flexible workforce?

**T**here is no doubt that the UK economy is thriving. And, for the first time in decades, we have low inflation hand in hand with low unemployment. We have to ask ourselves why? Is it because we're working longer hours? Is it because we're boxing more cleverly? Maybe it's because we're more talented? Or could it be, as Richard Branson once said, we're simply learning to "live the hype"? We believe, that business in the UK has found its wings for one reason more than any other - the benefits of a responsive and flexible labour market. But it would appear that the wings of our economy risk being clipped by drastic employment agency legislation.

With rare exceptions, the flexible labour market emanates through the services of employment agencies. The way in which we deliver these services is now under review by the DTI. They state that "The employment agency industry is a central part of the UK labour market and a key

fills well over 450,000 permanent vacancies - 170,000 of which result from temporary assignments. This sector is burgeoning because it is responsive and efficient in supplying a high standard of service that is wanted. Whilst the flexible workforce is predominantly made up of secretarial, IT, accounts and other generally office-based workers, it is important to note that it also includes senior level interim managers on fixed term contracts at one end of the scale and at the other, hourly paid, skilled and unskilled workers. Whatever level, these people are proving to be exactly what is needed to meet the fluctuating demands of a dynamic and often volatile marketplace. The advantages of this "tailor to fit" workforce from an employer's point of view, are many and are well known but often seen to be one sided. This is not our experience.

Temporary workers today are, at last (since the recession), receiving realistic rates of pay, paid holiday entitlement, SSP, SMP and other

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### DTI recommendations threaten availability of flexible labour market

contributor to its flexibility" but "that the government believes legislation no longer meets the needs of work seekers, hirers and the industry itself. In order to remove unnecessary regulations, to promote labour market flexibility, and to better protect the interests of work-seekers and hirers, it intends to amend both the Employment Agencies Act and the regulations". **Yet within the recommendations, debilitating, unnecessary and unworkable rules are being proposed.**

The irony is that this long awaited review is being launched at a time when the industry has never behaved and performed better. Legislative change addressing the minimum wage, working hours, holiday pay and discrimination, has had beneficial effect and qualifications and quality standards have never been greater, within the sector. Certainly the rapport we enjoy with our employers and work-seekers has never been better in the many years that we have been involved.

According to the Federation of Recruitment and Employment Services (FRES), **employment agencies now find work for almost a million temporary workers every week** and each year, it



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# A big thank you



**T**o J & S Seating and Kevin Peters Contractors for the first class refit and refurbishment programme they completed here in August. This was our first facelift since moving into Saffron House in 1986. We completely redesigned our ground floor offices to be more ergonomic and efficient. . . if anyone tells you that you can fit in more work stations yet achieve more space - believe it!

**Whilst the makeover was in progress we had to keep working.** As our staff vacated the offices on a Friday evening, Kevin Peters and his crew began the relocation of partitions and redecoration, sometimes working till midnight, to meet the week-end deadline. At 6:30 am on the Monday morning, J & S Seating delivered new desks - we provided the tea and bacon rolls. By 10am all desks were assembled and ready to use. The logistics of

then introducing a brand new telephone system and upgraded PC network, was not without its glitches, but within seven days the task was complete. All that remained were the cosmetic touches of positioning pictures and plants.

Whilst we were meticulous in planning this major refurbishment, we were very reliant on our suppliers. They proved to be not only reliable but often went beyond the call whilst staying within budget. If you're approaching such a project with the sort of trepidation we had, we can recommend some tried and tested contacts.

Now we're tidy, we'll be inviting clients to visit us meet the team and see exactly how we operate when responding to your requests.

## more temp news.....

### TEMP TO PERM FEES

CJR has exercised sensible discretion when charging a client an introduction fee for a temp who joins them permanently. In twenty years this has worked very well and we have always achieved a mutually amicable agreement based on reasonableness. Apparently this does not happen with all agencies, who adhere to recommended terms of business and charge a full fee - regardless of the time the temp has been paid for by the client. Below is the formula we will be incorporating in our standard terms from January 2000.

Should you wish to recruit one of our temps onto your payroll, either permanently or on a contractual basis within the first ten weeks of a booking, our normal introductory fee would apply. After ten weeks, 2.5% of the calculated introductory fee would be debited from the fee, for each additional week or part week of the booking. For example:

If a temp has been in a booking continuously (with the exception of holidays and/or sickness) for 20 weeks, a discount of 25% of the normal introductory fee would apply. In this way, if a temp works for you for 50 weeks or more, no fee would apply.

In October, and in response to our invitation, Paul Hadley from the DTI spent an afternoon with us at Saffron House, to see how we worked. Mr Hadley took this formula back with him to the DTI.

### WORKING TIME REGULATIONS - Four weeks holiday pay

Temporary workers' paid holiday entitlement will increase from three to four weeks from 23 November under the provisions of the Working Time Directive. CJR will be absorbing the increased cost to employers briefly until the new year, when it will be incorporated in our annual temporaries' pay review. Overall, this is a small percentage increase and, thanks to low inflation, we do not anticipate

anything other than a modest rise in rates. Market conditions and the need to redress slippage in some staff categories will, however, need to be considered to ensure we continue to attract the best available staff. We will be formally writing to clients regarding any revised terms. Any questions on matters concerning temporary issues? - Contact Sue Cooper or Nicola Reed on our Temp Desk.

### CROYDON SUPER J'S REACH SEMI-FINALS!

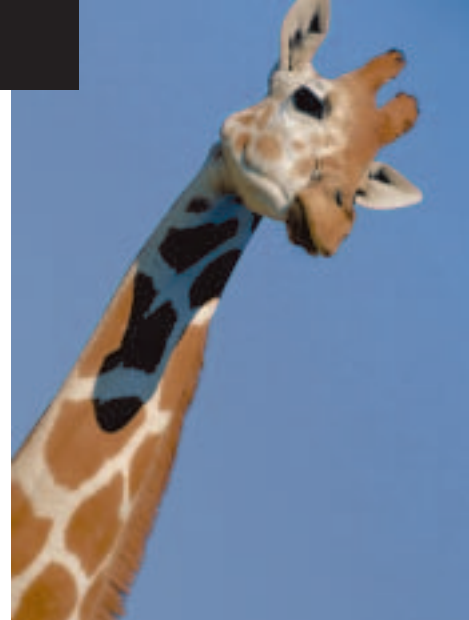
**Y**ou may recall from our last newsletter that CJR, for the first time, entered a team for the annual Selhurst Park six-a-side football knock-out tournament.

Against the might of teams from Nestlé, TDK, Orange, BDO Stoy Hayward, South London Auto Traders and Telewest, to name but a few of the 24 contenders, we played out the morning winning all five of our games - on goals not corners! And so we were through to the quarter finals. After a nerve racking lunch break, the name Catherine Johnstone Recruitment was, by then, not being said with such amusement by officials, players and other team supporters! Again we played well and only in the semi-finals did we concede a goal to the eventual trophy winners, E & B Engineering.

As semi-finalists, our players each received a medal and contrary to popular belief, the picture below shows we're not just a bunch of girlies here at CJR! Of course, credit has to be given to the noisy female support that the lads had from the terraces. Hopefully, Selhurst Park will continue this annual event because we'll be back....



# Candidates Who Stand Out From the Crowd



► **Graduate/Customer Liaison** A graduate whose notable strength is communication. Though registered blind with limited sight, with the aid of visual equipment, has already proved ability to contribute effectively in the workplace. A trained touch typist with a good standard of ability and awareness on most software packages. Outstanding academic background and valuable work experience. A natural for a customer interface role - polite and calm. Able to get the best out of customers, whether gathering information or selling. Able to speak French, Greek and reasonable Spanish and German. A pleasure to meet and interview and likely to impress any potential employer. Seeking a salary of £12-14,000.

(Ref 501550/GH)

► **Team Secretary** A competent young secretary ready to take on further responsibilities. Valuable experience gained over the last two years incorporating administration and reception duties. Enjoys working in a team taking on a mix of duties. Sound PC skills, accurate and speedy typing (copy and audio). An accommodating and flexible approach. Altogether, a lovely manner. Those seeking a supportive team secretary will be impressed. Seeking a salary of £14 -15,000.

(Ref 501532/GH)

► **Accounts Administrator/Office Manager**

A versatile candidate equally capable of a central administrative support role, as well as incorporating in-depth accounting skills. Hands on experience of payroll, credit control and book-keeping using various software systems including Sage, MS Office, Word and Excel. Undaunted by challenging tasks and situations - a real 'can do' approach. Earlier background in customer services rounds off this very likable individual, who will work well in companies large or small. Salary sought circa £15,000.

(Ref 501414/GH)

► **Graduate - Marketing** An excellent graduate - a real personality with a high level of drive and enthusiasm for marketing. Very good organisational and time management skills gained through marketing roles and recent assistant managerial post. A true team player, who works well under pressure, enjoying the pace typical of most marketing departments. Confident when dealing directly with clients - not intimidated by the need to relate at senior and technical levels. Equally at ease carrying out routine duties, appreciating the value of understanding all aspects of work in an office. Worth meeting. Seeking a salary of circa £15,000.

(Ref 501569/GH)

► **Inside Sales Executive/Account Manager**

A bright, enthusiastic and impressive candidate with a natural ability to develop and maintain successful business relationships with clients. Communicates clearly and articulately, enjoys taking on new responsibilities and challenges and operates effectively under the pressure of tight deadlines. An organised individual with many skills and available with immediate effect. Seeking a salary of £16,000 +.

(Ref 501444/JB)

► **PC Support/Trainer** An extremely pleasant graduate with a degree in Information Systems Management and a couple of years work experience in an I.T. environment supporting and training 70 users on both hardware and software issues. Experienced with MS Office, Windows 95/98/NT and Internet/E-Mail. This candidate combines technical knowledge with excellent presentation skills and also has a Train the Trainer qualification. Available immediately for permanent or contractual opportunities. Seeking a salary of circa £18,000.

(Ref 501222/JB)

► **Senior Secretary/PA** A candidate of real substance. An exceptional PA and a pleasure to interview, well presented and articulate. Possesses first class communication skills and has the ability to liaise with all levels of personnel with a professional and confident manner. An advanced user of Microsoft Office coupled with excellent secretarial skills. A great attitude to work, extremely flexible and adaptable. Currently temping with nothing but praise for her work. An extremely personable lady with an ever present sense of humour. Seeking a salary £18 - 20,000.

(Ref 501255/ PW)

► **Business Support/Account Management** An intelligent, confident and enthusiastic candidate demonstrating first class communication skills. A self motivated team player who enjoys taking responsibility for her work and using her initiative. Strong negotiating and organisational skills - thrives in a busy and challenging work environment. Assertive and excellent business credibility. Previous experience in the financial services sector has exposed her to difficult and awkward issues, all of which have been handled well with positive results. Seeking a salary of circa £20,000.

(Ref 502586/PW)

► **Credit Controller** A thorough knowledge of accounting procedures and financial services, with a strong focus on customer care. Experience covers sales/bought ledger, reconciliation, payroll and, particularly, credit control. Sound supervisory/team leader skills involving not untypical administrative and management reporting responsibilities. Familiar with a number of computerised financial systems and MS Office. An effective communicator with an essential sense of humour, balancing responsibilities and work pressures well. Salary sought circa £20,000.

(Ref 501509/GH)

► **Visual Merchandiser/Marketeer** An extremely proactive and competent candidate with experience of business development and a creative ability that allows her to excel in design and writing based roles. Has experience of high level liaison as well as organising the production of and contributing to company brochures, literature and pieces in many newspapers and trade magazines. A very progressive and ambitious person, she would flourish further in a role that allows her the freedom to use her undoubted initiative. Seeking a salary of £20,000 +.

(Ref 504665/JB)

► **Training Manager** An impressive Training Manager. Bright and out going, with a "larger than life" personality! Considerable success in training and development within an international business environment. Good experience of customised training to meet the needs of a company, in addition to customer services, team building and staff development. A self-starter who is highly motivated with strong organisational ability. Absolutely committed to quality. Seeking a salary of £21,000.

(Ref 501167/MB)

► **Office Manager** A highly professional and experienced candidate. Proven managerial and supervisory experience delivered in a personable and effective style. Earlier positions within Barclays reveals a structured and successful career, with promotion and development through departments. Played an integral part during the bank's times of strategic and cultural change. Involved in numerous projects and drives relating to IT, customer focus, sales led initiatives etc. Now seeking a role in office/practice management, where diverse experience can be put to good use. Highly recommended. Seeking a salary of circa £25,000

(Ref 503990/GH)

► **Human Resources Administrator** A delightful candidate who has excellent people skills. Presently assists manager in co-ordinating all HR related functions for 1500 members of staff. Successfully completed IPD to extend qualification which include BA (Hons) in Combined Studies, majoring in Marketing. This hard working candidate thrives on using initiative in a fast pace environment whilst also responsible for providing regular, accurate statistical reports that meet department deadlines. These reports are essential for management to ensure compliance with the ISO 9002 quality standard for performance measurement. Seeking a role that will further develop career in HR management. Salary sought £15,000+

(Ref 502964/LR)

► **Marketing Executive** A marketing orientated candidate who is target driven and ambitious. A confident and enthusiastic personality. Eager to take on board new challenges in a role with responsibility. Excellent background gained within the pharmaceutical industry covering management to direct marketing and concentrating on project and brand management. A professional, dedicated team player who is used to working within challenging environments. Well qualified with a BA in Management and a Certificate in Marketing. Seeking a salary of circa £24,000.

(Ref 500604/MB)

► **HR Generalist** A professionally qualified Human Resources Generalist with extensive experience of establishing and maintaining HR systems, devising and implementing policies and procedures and designing and facilitating training and development activities for a wide range of staff. Substantial experience gained in a number of multi-sited organisations in a climate of considerable change. Would prefer to work in the private sector. Seeking a salary of circa £30,000.

(Ref 5501513/PW)

► **Customer Service Manager** A first rate Customer Services Manager with strong people management and organisational skills. Experienced in running Call Centres of up to 125 staff. Strong evidence of success in achieving company objectives and raising customer service standards. A proven track record in driving and managing change and creating a continuous improvement culture. Best described as an enthusiastic yet pragmatic problem solver with an encouraging style. Likes to lead by example. Available as a result of company relocation - ideally wishing to work within a twenty mile radius of the Croydon area. Salary sought c£36,000.

(Ref: ADM-2/LR)



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**Any questions?**  
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