

# newsviews

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## 2001 - Business as Usual?

**I**ncongruous best describes the UK economy in 2001. Given that the year began with a foot and mouth epidemic, followed by revelations exposing the inadequacies of virtually all of our nation's essential services and, finally, the considerable knock-on effect of terrorism, how did the UK manage to maintain such a buoyant economy? There are, of course, many reasons beyond hype and bravado. Our view of local business behaviour, in both the private and public sector, gave us some clues..

It seemed that, in such a traumatic climate, businesses lucky enough not to be directly affected kept their heads down and focused their energy on innovation and collaboration as well as wise management of resources. Clearly, a survival strategy was not enough - a determination to keep ahead of the field with longer term planning and investment was evident. Businesses were working differently. They seemed more dynamic and decision making was no longer protracted. Training and development of people at last became a priority and the way in which employers were recruiting changed dramatically. The resource of a flexible labour market became more and more crucial to strategic planning.

### Year of the Temp

**T**his proactive business style increased demand for agency services and at CJR we experienced one of the busiest and *the* most successful year in our history. Whilst we found ourselves placing a wider range of people permanently, the most notable increase in demand was for temps. Our clients, from across all sectors, requested not only the usual

CJR's experience in Croydon strongly reflects reports from industry bodies with the REC (our federation) revealing that, in the first quarter of 2001, the number of temporary workers in the UK soared to one million - around 5% of the working population. By the last quarter of 2001, despite underlying fears of recession, this number had risen to an estimated 1.6million. Clearly, the determination and ability of UK employers to



secretarial and admin support but also large teams of especially skilled people to kick-start new divisions or high-level expertise to develop initiatives and manage projects. By November/December, we began to see fall-out from giants such as BA and Enron, but at the same time block bookings for as many as 120 contractual staff for new year product launches were coming in. This perspective was heartening and helped arrest any feelings of doom and gloom in those who regularly asked us 'what's it like out there?'

maintain a 'business as usual' approach in adverse times paid enormous dividends.

The availability of a flexible labour market should not be underestimated when looking at the recent performance of our economy and its continuing low inflation and high employment. This newsletter takes a look at the valuable role of temporary workers. ■

**“The government knows that the recruitment industry plays a vital and growing role in the labour market and in the economy as a whole.”**

*Rt. Hon Tony Blair MP, Prime Minister*

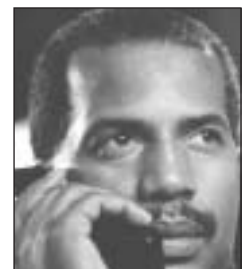
**2** 'CJR One In a Million' award goes to Chris Canelas



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## Recognition of Temporary Workers

### First National Temporary Workers Week

As temp numbers broke through the one million barrier, the Recruitment and Employment Confederation (REC) marked this breakthrough by launching National Temporary Workers Week. In October, at an awards ceremony in London,



Our picture shows (from left to right) - Veronica Davies (Partner CJR), Chris Canelas ('CJR One in a Million' winner), The Mayor of Croydon - Councillor Peter Hopson, Jackie Waring ('CJR One in a Million' runner up) and Catherine Johnstone (CJR Partner).

a panel of judges from the CBI, DTI and the Guardian newspaper selected the 'One in a Million' temp of the year. During this period, agencies up and down the country also celebrated in a diverse number of ways. At CJR, we invited clients to nominate any temp who they thought deserved recognition and our own 'One In A Million Award' was presented at a champagne lunch in Saffron House.

## Look Who's Temping?

People of all ages and from all walks of life are temping. Whether they be called temps, contract workers, casual staff or interim managers - they all come under the umbrella of what the government now calls 'fixed term workers'. As well as providing cover for sickness, holidays and peak workloads, they help organisations by carrying out special projects requiring specific skills, or assist in situations where the employer cannot be sure that the business need can be sustained or that recruiting a permanent worker can be justified. Most would find it difficult to identify a temporary worker in today's work environment - they could as easily be the Financial

Director as the Post Room Assistant. People temp for many reasons. Most because they enjoy the flexibility to do other things that are important to them in their lives. Others because they are restricted - students, parents, carers or those whose age may prohibit them from taking a permanent job. Some temp strategically, to gain experience and exposure to different environments or to keep earning whilst holding out for 'the perfect job'. These days very few people find themselves temping because they feel they have to. Temping has evolved in a way that is now highly valued by all parties and the outcomes, as we enter the year 2002, appear very positive.

## CJR 2001 some facts & figures

- On average we employed 223 temps every week
- 15 had been on the same assignment since 1999
- 24 had been in the same organisation since 2000
- Over 40% of our permanent placements emanated from temporary assignments
- Our longest booking - over 5 years
- Our shortest booking - 3 hours for cover during company Xmas lunch
- Our youngest temp was 16 and our oldest 73
- Assignments ranged from Office Junior to Project Manager
- 43% of our temps were Secretaries
- 47% offered other support office services (Administrators etc.)
- 10% were specialists e.g. HR Professionals, Trainers, Project Managers
- Most unusual booking - Dog Walker for a rescue centre
- Most interesting locations - working at the top of Admiralty Arch and in a portacabin on the roof of the Albert Hall!



A good temp can come to the rescue at very short notice

*Cartoon courtesy of Gary Larson whose 2001 calendar kept us smiling every day of the year*

# WHAT YOU SAID ABOUT OUR TEMPS

Thirty-nine HR and Line Managers took the opportunity and time to write to us extolling the virtues of our temps. We know our temps are good ambassadors for the industry, but we were amazed at the added value they were bringing to their roles and the level of commitment they were giving clients. The comments below demonstrate not only that temps are often thrown in at the deep end but also how much their attitude and performance is appreciated by our clients.

**"She is an intelligent, loyal, friendly and very capable lady who we value greatly"**

## Margaret Brown

"Margaret is working at her desk by 8am every day, she frequently stays late (occasionally to 8pm) and rarely takes a full hour for lunch. This she does willingly and with good humour, and most weeks only claims for 7 hours a day. During the train strikes, she managed to get to the office after a 4-hour journey and was one of only four people in our department, who attended work that day. Margaret has been a great asset when training new staff. She has to deal with all levels of staff from the Chairman to the Post Clerk and is equally at home with both. In her position Margaret is privy to sensitive information and can be trusted implicitly. She is an intelligent, loyal, friendly and very capable lady who we value greatly."

## Jennifer Portman

"Jenny is a 'supertemp' and has taken total ownership of the work delegated. People she has contacted for our telephone survey have given me excellent feedback on her approach, speed and clarity. Her record keeping is excellent and she is not backward in making sensible suggestions and asking constructive questions... Ringing people who don't know you and asking what could be potentially inflammatory questions, requires tact and diplomacy. Jenny displayed these qualities. She also fitted into the team and was instantly popular".

**"She was a very good organiser and set some systems in place that we are still using now"**

## Chris Hage

"Chris was extremely professional, she picked up the work quickly and carried out all requirements very well. She was a very good organiser and set some systems in place that we are still using now - for example setting up a shared drive on the computer and organising files within etc. She was very efficient and able to use her initiative...She has a sunny nature and she got on well with all her colleagues (we still meet up for occasional evenings out)".

*(Not surprisingly, as a result of another successful booking, Chris was later recruited, through CJR, by Sony UK).*

## David Keefe

"David is absolutely brilliant. In three weeks he's developed a remarkable understanding of our work. He performs well under pressure and has already become an integral member of the team. If we can keep him, we certainly will."

## Kelly Bowyer

"Kelly has worked with us for about a year and has had to put up with a lot of changes - she has had three different roles, worked without much support and on her own initiative. She has done so with a great deal of goodwill and understanding. Her attitude is excellent and she has fitted in remarkably well in an area of work which she previously knew nothing about."

## Davina Lindsay

"Davina came to us at short notice during a critical period and immediately slotted into the team. She is charming, easy to work with, willingly performs all the tasks expected of her (whether mundane or challenging). Above all she is competent and proactive within the team. We will be sorry to lose her when she goes back to University."

## Emily Chandler

(CJR Student Temp Award Winner)

"After two hours familiarising herself with our busy head-office switchboard, Emily dealt with all calls professionally and never got in a flap! We had countless comments on her professionalism from callers and visitors and her enthusiasm and eagerness to please was quite humbling. When I rebooked Emily to help in my department, all three of the other senior managers were away. With the help of one other member of staff, Emily ran the office superbly, supporting me through a very difficult time. She not only worked extremely hard but also quickly - I was hard pushed to keep up with her and her speed did not affect accuracy. If Emily weren't going to University, I would snap her up in an instant. She is a credit to Catherine Johnstone and I wish her every success in the future."

## Daniel Osborne

"Danny started as a short-term temp to undertake one task - he has since taken on all our data entry work. He is always prompt, reliable and flexible, staying late whenever necessary. He always performs well and is willing to take on more work when necessary. He is a real asset to our team and is well liked."

## Nicola Farley

"...I am always confident that things will be done, even in the most difficult circumstances. Nicola looks out for other staff who are under pressure and offers support whenever she can. Just prior to the birth of her baby, it was clear that she was not always well, but she didn't miss a day and she never let us down. After a short period of maternity leave, she came back and picked up very easily where she had left off. Everyone was very relieved to see her back. She is a very nice person, who gets on with things without fuss. She's willing, capable and above all appreciated by other staff."

**"Hannah is a consummate professional. No job too difficult for her to attempt"**

## Hannah Grover

"Hannah is a consummate professional. Her time keeping is excellent. No job too difficult for her to attempt. She is always polite even in difficult or stressful situations. She uses her initiative and works well without supervision with very little guidance. She has an open mind and a mature outlook and works beyond the call of duty. She performs a very difficult role which involves policing and monitoring outbound telemarketing calls and has picked up on errors which could have cost our company £millions in fines or through the loss of a Client...Hannah is definitely one in a million and I am desperately trying to persuade her to stay before someone else spots her and steals her away from us!"

**"Robert has a good sense of humour which keeps the rest of us happy!"**

## Robert Watt

"...Robert never moans about the mundane jobs we give him - however boring they are. He is a good asset to the team and has a very good sense of humour which keeps the rest of us happy!"

## Linda Brown

"We have had a wide selection of temps from you over the years, all of whom have helped out enormously in our hour of need. However, some stand

out, and this is the case with Linda. She has picked up our systems quickly, even our complicated database, and all the Officers commend her work and comment on her willing and pleasant manner. She has proved her ability to work under pressure and has often extended and changed her hours to suit our needs. Although she has been with us a relatively short time, she has truly become an invaluable member of the support team".

## Keira Jackson

"Almost immediately, Keira had to run the Admin.Office on her own - (it's normally manned by three people). She had to respond to numerous telephone enquiries from the public, whilst supporting the needs of all the managers and others on duty at the time. I was informed by the workers how admirably she coped given that she had never worked in this office before, she was hardly aware of where everything was, the culture of the department with its diverse workforce and strange terminology/ jargon used in the everyday language. Keira, without doubt, demonstrated her professionalism throughout and continues to do so".

## CJR One In A Million Award Winner

### Chris Canelas

**"she has brought consistency through her excellent forward planning, clear thinking and decision making"**

"Chris has worked here during a difficult time and has not had the support to which she was entitled. Her line manager left after a few months and the overall Manager, being under considerable pressure, has not been able to offer the time and support she deserves. There have been several other significant changes, which could have brought a level of disjointedness to the work. Chris's team has been made up of temporary staff,



however, she has brought consistency through her excellent forward planning, clear thinking and decision making, positive communication style and sense of responsibility... She is always friendly and approachable and values supporting and understanding her staff's and colleagues' needs. This attitude, has contributed to the positive, 'can do' attitude of the office she runs. I cannot recommend her highly enough".



# Temp Expertise On Tap .....

CJR is proud of the fact that last year, well over 80% of customers (clients and candidates) came to us as a result of recommendation. As time has gone on, the diversity and level of expertise of people registering with us has widened considerably. Below is a snapshot of some of the people now available for temporary or contractual work. Fully detailed CV's can be sent upon request.

## ► IT Manager

Fully qualified and experienced in managing IT systems and delivering companies' communication infrastructure needs. Hands on experience of 'start ups' incorporating systems development, programming and general operations. Excellent IT knowledge - SAP, servers, networks and ERP. Overall, a highly competent and extremely versatile candidate with the ability to offer a strong strategic and operational contribution. Open to contractual or possibly permanent opportunities - pro rata £30k+

Ref: 901073/GH

## ► Project Co-ordinator

Project management experience in manufacturing. Fully conversant with the production planning/supply chain process - incorporating logistics, research and analysis, range reviews, procurement and stock management, process development and implementation. Strengths lie in logistics, research presentation, process reviews and cost/production recommendations. Excellent interpersonal skills, objective and able to deliver. Seeking opportunities at pro rata c£25k

Ref: 901073/GH

## ► Graphic Design Graduate

An impressive candidate with a personable style and valuable post graduate experience. Excellent communication skills (a good listener), demonstrating genuine creative flair and a very positive approach. First class DTP skills and a wide knowledge of systems. Organised and methodical with attention to detail a priority in all aspects of his work. Copes well under pressure, juggling a number of tasks whilst prioritising workloads to meet deadlines. Seeking temporary work with a view to permanency from £21k

Ref: 901488/DS

## ► HR, Pensions and Payroll Manager

A highly competent HR professional with in-depth experience of HR operations including all aspects of pensions and payroll. Recently retired (adhering to company policy) and now seeking short or long term temporary or contractual opportunities. A true professional with bags of energy and an absolute workaholic. Planning to continue working for some time to come. A real people person who could be a valuable asset in any team. Has worked in both service sector and engineering environments combining HR expertise alongside Financial Controller responsibilities. Superb value at pro rata c£18k

Ref: 901240/DS

## ► IT Recruitment Specialist

A dynamic individual with a highly successful background in IT recruitment, most recently working at Director level. Now seeking a challenging role either setting up a recruitment

service or re-engineering the recruitment function for companies that recruit heavily from the IT market. Highly motivated and success driven. This candidate is looking for a challenge and could be secured on a contractual or permanent basis with remuneration open to negotiation c£40-70k

Ref: 901475/JB

## ► Facilities and Health and Safety Manager

Highly experienced with excellent man-management and project management capability. Expertise in managing sites of up to 120,000 sq. ft. in both public and private sector. A sound negotiator with a high level of PC literacy and excellent organisational skills. In the longer term, is keen to secure a challenging role that will further develop his career and would be particularly interested in managing a multi-site operation. In the interim, looking at contractual appointments at pro rata £30k.

Ref: 901525/JB

## ► Project Manager

A highly effective individual with a broad background in IT, quality assurance, training, finance and general business support. Previous roles have been project orientated, primarily managing client contracts. This entailed communicating with all parties and finding the most efficient and practical method to process and progress contracts - from identifying the most suitable software resources, training project teams, reviewing and analysing performance through to project completion. Proven analytical skills, excellent communication and organisational skills and evidence of good team practice. Observes, listens, thinks issues through and then actions. Available from mid-January at c£24k

Ref: 900642/GH

## ► Gap Year Student

Working to raise money towards a Raleigh International expedition to Costa Rica. Excellent A level results and aiming to go to Derby University to study Music Technology and Recording. Good PC and communication skills. Through temping is proving to be highly reliable and an effective and helpful team member. Available now at appropriate market rates.

Ref: E8316/NR

## ► Executive PA

A youthful 60 something - but definitely not ready for retirement! Enjoys temping and has been with us since 1999. Always popular (regularly re-booked). Brings sound traditional expertise to the workplace. Over 40 years experience, latterly working for Board Director level mainly in blue chip organisations. Fast and accurate shorthand and audio with sound knowledge of latest PC software and systems. Available February

Ref: E6835/SC



## ► Receptionist/Telephonist

Superb in her field - no switchboard she can't use! Spends her summers working on the Greek islands as a Holiday Rep and her winters as one of our most reliable and professional temps. Always demonstrates total flexibility and has a very positive approach to challenges. Available until the spring.

Ref: E8665/SC

## ► Customer Care/Account Manager

Mid-management level with excellent communication and organisational skills. Currently responsible for performance management in a demanding and high profile Customer Complaints department. A good decision maker, confident and personable - with a hands on approach to problem solving. Temping whilst looking for 'the right' permanent post.

Ref: 900155/GH

## Who's Who on the CJR Temp Desk

### Sue Cooper & Nicola Reed

- Temp Desk Managers

With over 30 years experience between them they make a difficult job look easy. Both are natural problem solvers, able to think laterally without compromising your needs. Call Sue or Nicola if you need a temp.

### Jo Garrett - Payroll Manager

Jo oversees our extensive and complex payroll/benefits system as well as handling all company invoicing. An eye for detail and highly organised - she's the person you should contact on any issue relating to time sheets or accounts.

### Anita Morris - Temp Desk Administrator

Anita conscientiously looks after all the necessary paperwork produced by the temp desk - references, test results, performance records etc. Call Anita regarding 'any' temp issue - if she doesn't have the answer, she will quickly find someone who does.

*NB: The temp desk is part of the CJR team. If you are unable to speak to any of the above you can completely rely on other members of CJR's staff to efficiently handle your call.*

