

Profiles Personnel

STAFF HANDBOOK



Welcome to the Team!

Who are your main contacts?

Contacts

Event Recruitment Manager -
Theo Rushton

E: Theo@profiles-personnel.com



Industrial Recruitment
Manager - Michelle Wenman

E: Michelle@profiles-personnel.com



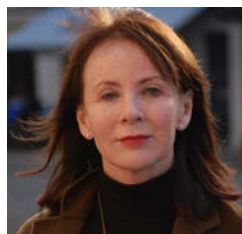
Commercial Recruitment
Manager - Ola Obilana

E: Ola@profiles-personnel.com



Managing Director - Nuala
Soutter

E: Nuala@profiles-personnel.com



Accounts & Payroll - Jenni
Jensen

E: Accounts@profiles-personnel.com

E: Payroll @profiles-personnel.com



Contact Details

Profiles Personnel - Farnham
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Farnham, Surrey
GU9 7LS

T: 01252 723442 (HQ Office)
T: 0203 1435200 (London)

Theo: 07940 465511
Michelle: 07581 543936
Ola: 07976 879041
Nuala: 07802 183083
Jenni: 01252 723442

www.profiles-personnel.com



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@ProfilesFarnham



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About us

Welcome to the team!
Profiles Personnel are a generalist recruitment agency based in central Farnham, Surrey and London.

By working for the Events & Industrial Team at Profiles, you choose the shifts that work for you.



WHAT JOBS CAN I DO?

We offer a variety of both FOH & BOH roles for the Events teams, as well as picking & packing, driving and stock distribution roles within our Industrial units.

We have roles to suit all experience levels including entry level and if this is your first shift we will offer you lots of insight and support beforehand.

On the Events side, you can be on the front line serving guests behind the Bar or behind the scene setting up the Events. In the Industrial team you can play a key role in the distribution of a business and gain valuable skills.

WHERE CAN I WORK?

From working with live Events to Weddings to Supermarkets and Distribution Centres, we have a vast amount of locations you can work at in the SE of England.

TRANSPORT

I am a car driver

As a driver, you will have easy access to shifts across the region. For journeys over 45 minutes away, you will usually receive money towards travel.

You also have the chance to volunteer to take other staff members to their shifts. In return, you will receive petrol contributions per passenger.

I am not a car driver

Just because you don't drive doesn't mean you cannot work at all of our bookings. For some major events/hospitality bookings we provide transport, when booking into shifts please state whether you can make your own way to the event or need a lift. Lifts usually cost just £2.50.



SHIFT PATTERNS

FINISH – The end of service once all food and clearing is complete.

END – Just after the the guests leave.

CLOSE – Close of the venue or whenever the Manager needs you until.

HOW DO I CLOCK MY HOURS?

- Your hours will be recorded on a time sheet.
- The app, and your email confirmation, will clearly state whether you will be required to take your own time sheet with you, or if one will be provided.
- You must record your start time before you begin, and your finish time once you have finished.
- **It is essential that you do not leave your shift without getting your hours signed by the manager on site.**
- **Always take a photo of your signed hours, for your records.**
- If you need your own time sheet, you can print them off via your account on our website.
- If you are taking your own time sheet, email a photo of the signed version to payroll@profiles-personnel.com straight after your shift.

HOW MUCH DO I GET PAID?

- £8.20ph or £8.72ph if 25 and over (+ Holiday Pay).
- You may be paid more for certain roles / events / venues but this is discussed when booking in for work.



HAVE I BEEN PAID FOR ALL MY HOURS?

You will be paid for the hours you **actually work**, which may differ from the hours advertised on APP.

ARE BREAKS PAID?

- Unless stated otherwise, breaks are unpaid.
- If you work 6 hours or more, a 30 minute break will be deducted from your pay.
- If you did not take a break, a manager must sign to confirm this.

QUERIES?

Email payroll@profiles-personnel.com for questions about tax or your pay.

HOLIDAY PAY?

- You have the option to be paid your holiday pay on a weekly basis added to your timesheet or you can choose to accrue your holiday pay. Holiday pay is calculated at the rate of 12.07% based on your average rate of pay over 52 weeks.
- Holiday pay will appear as a separate entry on your payslip

CONFIRMATIONS

Once booked in for a shift, you will **ALWAYS** receive an email confirmation and a request to confirm via the app. You **MUST** respond to all confirmations so we can ensure you have received the details of your booked shift. If you receive a confirmation, you have been **BOOKED TO WORK!**

HEALTH & SAFETY

We ensure that all our clients provide you with Health & Safety training on arrival for your first shift. Please refer to our Manual Handling document for more information which can be found on our website, on the 'Get In Touch' page. Link below; <https://profiles-personnel.com/get-in-touch/>

IF YOU ARE EVER UNSURE

If you have any questions about a shift you are working, please always feel free to give us a ring! It's better to ask silly questions and get answers rather than go to work unsure about what you are doing! We are here to help!

IMPORTANT UNIFORM INFORMATION

When you are offered a job opportunity, you will always be explained as to what the dress code and presentation requirements are for that specific role or placement.

URGENT: Please note you are under no obligation to accept a job if you do not have the correct dress outlined in the offer given to you. If you are don't have the dress code outlined for a job or unsure of what to do, but wish to be considered for that particular role, please contact your staffing manager (contacts on page 1 of handbook).

Due to the variety of our bookings here at Profiles, there is no set dress code, however you will be offered job opportunities at some of the UK's most prestigious venues, so dressing smart and being presentable is desired.

Please ensure you do not commit yourself to buying any items of clothing/uniform for work purposes without our approval to do so.

If you arrive at a job in the incorrect uniform, please note you may be turned away due to our clients specific guidelines for that role which we as a business must adhere to, meaning you do.

Please see in our next pages our top tips of how to look presentable and examples of dress codes required for some job roles.



1) Shirts

Long sleeved, collared, button up, cotton shirt. No other shape or material is accepted. Always arrive with your shirt ironed and tucked in.

- Please get a black and a white shirt.

2) Trousers

- Long, black SUIT trousers. They CANNOT be jeans, chinos or leggings. They must go OVER your ankles.

3) Shoes

- Polished, leather-look, smart black shoes
- NOT trainers or anything that looks like trainers.
- Girls: NO pumps or heels for health and safety reason.
- You must wear black socks. No other colour.



BOYS

Clean shaven or neat and tidy cut beard.

Smart tidy hair.



Long hair tied back.

No piercings.
All must be taken out.

No visible tattoos

GIRLS

No nail varnish, acrylics or gels.

Natural
makeup.



INDUSTRIAL UNIFORM STANDARDS - YOU WILL BE TURNED IF YOU FAIL TO FOLLOW DRESS CODE DUE TO HEALTH & SAFETY



Although for our Industrial roles, your uniform standards are not as regimented as our Event & Hospitality requirements, you **MUST** still wear the correct footwear and trousers, for Health & Safety reasons whilst on site.

1) Upper half

Dependant on the season and location of work, you can normally wear a casual non branded T-shirt for the roles available. Some roles may require you to wear a Jumper/Fleece if cold. The client will provide you with a Hi-Vis if required.

2) Trousers

Long, black combat trousers.

3) Shoes

Steel toe capped safety boots **ONLY**.

COVID-19 INFORMATION

The safety of our staff is our top priority. When we send out your shift confirmation, you will also receive a safety document, and information on symptom checking (please see below). The consultant in charge of the booking, will also relay any venue-specific safety information. You will be asked to take a mask to every shift (unless you are medically exempt); however, you will not necessarily be required to wear this during your shift.

When on shift, the caterer or venue you are working for is responsible for delivering any safety information and ensuring you feel safe throughout.

All employees to check daily to ensure that they are not displaying any of the following possible symptoms linked to COVID 19 BEFORE they come into work.

Main symptoms: The main symptoms of coronavirus are:

- **High temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) if you have a thermometer is usually 37.8 C
- **New, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **Loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms. <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>