

Your Consultant Details

Name

Mobile Number

**Good luck with your assignments
and we hope you enjoy working
for City Centre**

City Centre Recruitment
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www.city-centre.co.uk



**City Centre
RECRUITMENT**

CATERING • INDUSTRIAL • EVENTS • CLEANING

**City Centre recruitment
Candidate Handbook**

Bournemouth – 01202 586 930

Weymouth – 01305 831 707

www.citycentrerecruitment.co.uk

Introduction

Thank you for registering with City Centre recruitment. Inside this handbook is everything you will need to know to have a successful career with City Centre recruitment.

Dress Code

Please dress appropriately for your role

Your job description will outline the dress code required for this role and any safety equipment that will be required. City Centre will provide the required safety equipment for your role

If you do not arrive for work appropriately dressed, you will be sent home.

Smoking At Work

It is illegal to smoke in any work premises; this includes any hired vehicle and your own personal vehicle if used for transporting other members of staff to and from work.

Good Standards of Employee Conduct and Behaviour

- Uphold the good name of the client and City Centre conducting your work in a polite and helpful manner
- Follow the instructions of your line manager at all times.
- Be thorough and competent in your work.
- Arrive for work in good time and have good
- Attendance

Emergency Procedures

You will be advised of specific fire precautions and any emergency procedures related to your location and occupation. You must adhere to these at all times.

Safety notices and Signs

Read and comply with all notices, instructions, hazard and warning signs. Never alter, remove or obstruct any such notices or signs.

Office Opening Hours

Bournemouth – 0800 – 1800 – Monday to Sunday

Weymouth – 0800 – 1800 – Monday to Friday

Working Times

You will be advised of your start time for work prior to assignment. Please ensure you arrive for work 10 minutes prior to your start time to make sure you are ready to start work

Health and Safety Rules

- Never indulge in horseplay or practical jokes during work hours or whenever on company premises.
- Never report for work under the influence of alcohol or drugs. This can include a previous nights drinking or prescription medication if it could affect you physically or mentally e.g. by making you drowsy.
- Never drink alcohol during work time, including break times such as lunch.
- Never ignore any information or instruction given to you in the interests of health and safety, or encourage anyone else to do so

Accidents, Injuries and Ill Health

- All injuries, accidents and incidents of ill health caused by or affecting work must be reported to your supervisor at the earliest opportunity.
- All dangerous occurrences, near miss incidents or situations likely to cause accidents.
- Any medical condition or medication you have been prescribed that may affect your ability to drive or operate plant, machinery or equipment, or which may impair your ability to work safely.
- Any injury, however slight, to your supervisor for
- inclusion on an accident form.

Pay Rates & Payroll Information

- Your pay rate will be dependant on position and you will be advised in writing or via text prior to your start date if it is greater than National Minimum Wage
- You will be paid only for hours worked
- Timesheets are your responsibility and must be completed in full and returned to the City Centre
- office before 10am on Monday
- If timesheets are incorrectly filled out or not readable this may delay payment of your wages
- Your wages will be paid directly into your bank account on the Friday following the previous weeks work
- If you do not hold a bank account, you will be paid via cheque and issued with a cashing letter to cash your cheque at the Lloyds bank
- Please note that payroll queries can only be dealt with from 9am—5pm Monday to Friday and cannot be resolved outside of working hours

Holiday Pay

- You are entitled to holiday pay whilst working for City Centre. You accrue 0.53 days per week that you work, amounting to 28 days in total for the year.
- Your holiday year runs 1st Jan—31st Dec.
- Any holiday not taken by the end of the year cannot be carried over except the final 0.53 days you accrue in the last week of the year
- You will need to inform your consultant if you wish to take holiday and must give the equal amount of notice as time you wish to take off
- You cannot claim holiday and work at the same time