



Manager's Guide to Engaging Temporary Agency Support Services

Introduction

NUI Galway is committed to ensuring that it delivers excellent academic, student and professional support services at all times. The University will, if necessary, use temporary agency workers to help fulfil temporary demands and maintain the highest standards of internal and external service.

This guide is designed to assist Line Managers with the process of engaging temporary administrative resources through the NUIG agency service provider and to ensure compliance with current legislation on agency workers.

Procedure for Engaging an Agency Worker

Line Managers should consider their staff resource needs carefully before seeking to obtain additional temporary resources. The University will engage the services of an Agency, via Agency Workers, for short term assignments to deal with a particular gap in existing resources or a workload peak where this cannot be met within the existing compliment of internal resources. If in doubt, Managers should discuss their resourcing options with their local HR Business Partner.

Where it is necessary to engage the services of an agency, this must be done directly through the University's contracted agency via the HR Office, as follows:

1. Line Manager must download the Temporary Administrative Resources Request Form [here](#)
2. Line Manager must complete the form in full and submit to HR@nuigalway.ie
3. HR office will approve and submit to the Agency directly raising a request for temporary administrative services.
4. The agency will review the Request Form and provide an Agency Worker's CV matching the requirements set out in the form. A CV will normally issue to the HR Office within 12 hours.
5. The HR Office will email the Agency Worker's CV to the Line Manager for review and confirm a start date.
6. The HR Office confirms the commencement of the assignment to the Agency.

All requests for additional resources must be in line with existing guidelines on temporary resources.

Agency Workers are paid on the appropriate salary scale based on the grade of the post. Where an Agency Worker is required and where any of the cost is being charged elsewhere, the relevant budget holder(s) must also agree to the booking and costs involved.

Agency Workers will not generally have experience with internal University systems eg: Agresso, Quercus so requirements should not be overly emphasised in this regard.

Agency response times in relation to emergency cover and normal cover are normally as follows:

- Normal Cover – within 12 hours turnaround from receipt of request
- Emergency Cover – within 4 hours turnaround from receipt of request

Where applicable, the Agency will ensure that Agency Workers' work authorisations and Garda clearances are in place. Line Managers are required to confirm any requirement for Garda Vetting or otherwise on the Job Order Form. The Garda Vetting process will be carried out by the agency and consideration should be given to the lead time on this process before an agency worker will be available to commence. All Agency Workers will complete appropriate interview and IT tests with the Agency prior to their assignment to NUI Galway.

The Agency will provide temporary Agency Workers to cover short term staffing requirements in the University in line with the minimum requirements below:

- Leaving Certificate / equivalent standard and a PLC administrative qualification plus 2 years' work experience in an office environment OR a Degree and a minimum of six months' post qualification continuous work experience in an office environment
- MS office Suite Competency (tested)
- 45 wpm basic typing speed
- Customer service orientation
- Excellent interpersonal and communication skills

Additional requirements may be confirmed on the Job Order Form and should be consistent with the grade of the post being covered or the work to be carried out.

Time sheets and invoices

From October 2017, invoices from the recruitment supplier are approved online. This is similar to the approval process for travel and catering suppliers.

P2P stands for "Purchase-to-Pay"

It means having a seamless and paperless automated workflow process for ordering, purchasing, approving, paying and storing supplier invoices.

How does it work?

Invoices will be received electronically from the Agency into Agresso and an email will be automatically sent to the **direct supervisor and budget holder/nominee(s)** with instructions on how to approve them.

Who approves invoices?

Agency invoices will require approval by the direct supervisor and the budget holder/nominee(s).

Can a Budget Holder appoint a nominee/substitute to approve invoices?

Yes. To request this, the budget holder must send an email to p2p@nuigalway.ie giving the name of the nominee/substitute.

What do I need?

Approvers require an Agresso User Account and Password.

More information:

To see how the system works, view a step-by-step guide [here](#) or get the answers to some questions about P2P on our [Staff FAQ site](#).

When the Agency Worker is in Place

Line managers should ensure that Agency Workers have access to facilities. The HR Office via communication with the Agency will ensure that the Agency employees will have access to job vacancies on the same basis as employees at NUI Galway after they have completed 12 months' continuous service at NUI Galway.

It is important that the Agency Worker receives adequate instruction in the duties they are to carry out from the Line Manager, but it is equally important that the Agency Worker is only given tasks relevant to the job type requested. If, within 1-2 days of commencement of duties, the Agency Worker is found not to be suitable for the tasks as agreed with the Agency, the Line Manager should contact the HR Office where the Agency will be informed.

Line Managers are required to provide Agency Workers with introductions to the work area, colleagues etc. If the Agency Worker requires an NUI Galway login and e-mail address the Line Manager must log a ticket with the ISS helpdesk. If an Identification Card is required the Line Manager must submit a ticket to the ISS/Library Help Desk. Details can be found on <http://www.nuigalway.ie/information-solutions-services/servicesforstaff/advicesupport/temporarycomputeraccounts/externaleaccount/>

The Agency will keep in regular contact with their employee during their assignment at NUI Galway. Line Managers must communicate any concerns relating to work performance or conduct to the HR Office who will communicate this to the Agency, who is responsible for managing the situation.

Agency Workers are entitled to the same pro-rata annual leave provision as University employees in equivalent roles and to paid time off for ante-natal appointments or classes. The Agency is responsible for working out entitlements and recording leave. Any request for leave will be made to the Line Manager and should be treated in the same way as any request from a University employee.

Although Agency Workers do not receive occupational sick pay or other paid 'special' leave, they are required to inform the University if they are unable to attend work in the usual way.

At the end of the assignment the Agency will request that a Feedback Form is completed to monitor standards of service. The form will be sent to the Line Manager.

The service agreement between NUI Galway and the Agency includes a Service Level Agreement (SLA) outlining the standards of service expected from the Agency. Any concerns in respect of this service should be communicated to the HR Operations Manager.

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