

OSR Review

Recruitment

Welcome to the **first 2011** edition of the OSR quarterly newsletter...enjoy!

Latest news and legislation updates from OSR Commercial

Agency Workers Regulations 2010 – Effective 1st October 2011

The main purpose of the Agency Worker Directive (AWD) is to ensure the appropriate protection of temporary agency workers through the application of the principle of equal treatment and to address unnecessary restrictions and prohibitions on the use of agency work. The AWD follows similar directives on fixed-term and part-time work (which were based on European social partner agreements). Under the Directive 'equal treatment' relates only to basic working and employment conditions of temporary agency workers (e.g. pay, working time). The Directive does not affect the employment status of temporary workers. We are currently waiting for the latest government guide lines on this important legislation, your dedicated Consultants will be in touch shortly, should you want to discuss this sooner please do not hesitate to contact the OSR Team 01603 618318.

Q&A / Can I use health questionnaires within the recruitment process?

Section 60 of the Equality Act 2010 relates to the use of health questions during recruitment exercises, which means a number of new requirements including restrictions on the use of health based questions. Although this new requirement does not completely prevent you from using health questionnaires, it is essential to get the timing right. Previously it was common place to ask job applicants to fill in a standard questionnaire relating to all aspects of health and fitness, or ask health questions during an interview. Due to section 60 within the Act this is now generally forbidden. Employers should avoid asking job applicants any questions relating to their health. Employers should not even tackle the subject of how many days of sickness absence the applicant has taken in the past year. Under section 60(6), employers will still be able to ask questions that are for the purposes of supporting disabled applicants during recruitment exercises. Once you have made a concrete offer of employment to a candidate, based upon the information gained through written application and subsequent interview – it is then perfectly reasonable and legally – compliant to ask any relevant health-related questions.

Changes to National Insurance

National Insurance contributions increase from 6th April 2011 by 1% to 13.8% for Employers.

Retirement Age Rising

The government is to speed up the introduction of plans to make people work longer before they qualify for the basic state pension. There are many employment benefits for raising the

retirement age, but also may present problems in doing so. Many 65 years old don't want to retire, but this may also impact younger job seekers who are waiting to fill the job vacancies left when seniors retire.

For more information on this please contact the OSR Commercial Team, 01603 618318.

NEWSFLASH

Market information

Permanent placements rose at the fastest rate for six months in January 2011. Latest figures of late have been very encouraging and have shown that employers across all sectors have been expanding their permanent workforce in January. Average salaries for permanent staff continued to rise in January.

Temp billings rose at the strongest rate for seven months, billings received by agencies from the employment of temporary/contract staff rose at a sharper rate in January. The latest increase was the fastest since June.

Key permanent staff skills reported in short supply:

ACA qualified staff, Managers, Consultants, HR & PR staff, Marketing, Engineers, Business Analysts, CAD Operators, Secretaries & Sales

Key temporary staff skills reported in short supply:

Purchase ledger, HR Staff, Engineers, Chefs, Oil & Gas

Source: REC and KPMG LLP

In today's current climate, why work with OSR?

In today's 'candidate rich' environment many employers often wonder why they should consider utilising the service of a professional recruiter.

There is no denying that there is a high volume of candidates out there at the moment looking for work, but the tricky bit is attracting and identifying true talent to best suit your business. It is this part of the process which can prove timely, costly and often provide its own set of challenges.

We pride ourselves on developing close working partnerships with our valued client base. We ensure that the recruitment process is as seamless and straightforward as possible, delivering best suited candidates, both in terms of skills and experience, as well as taking into account the all important personality and cultural fits – something which can only be achieved through an in depth recruitment service delivery.

Over the past 12 months, it is this intimate level of client knowledge which has delivered excellent client feedback and solidified the positive purpose of the services we provide.



How can we help you?

If you are yet to experience the difference with OSR Recruitment Services, then why not get in touch with your dedicated consultant to discuss the services we provide to relieve the pressure of recruiting. We operate an individually tailor made recruitment package to each and every one of our clients and are open to discussing your current or forthcoming requirements, with no fee incurred until we find you the right person for your vacancy.

For more information on OSR, including the areas we cover, go to: www.osr-recruitment.co.uk

For all your temporary & permanent recruitment needs please contact us on the following:

Commercial | 01603 618 318

Industrial | 01603 766 688

Hospitality | 01603 633 600

What's New?

Our Norwich Commercial office has leaped into 2011 with the expansion of new sectors. We are extremely well known for our generalist Commercial Support, ranging from entry level administration, to customer service / sales executives, management, IT & marketing. In 2009 we experienced accelerated growth in our then newly formed Accounts & Finance sector.

The latter part of 2010 saw our expansion into Human Resources, Energy, Medical, Legal and Executive Division...

For more information on these services please contact:

**Ruth Harding, Commercial Manager,
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DD: 01603 883875**

Consultant of the year 2010!



Katrina Massingham



Becky Headden



David Errington

OSR 2010 Consultant of the Year was awarded to Katrina Massingham of the London St Industrial & Engineering division. Kat's achievements reached an all time high in 2010! She built and maintained excellent relationships with new and existing OSR clients, and really has gone from strength to strength. She offers an exemplary service to her clients, leading by example with her positive and successful attitude. Well done to Kat!

As the awards night was too close to call, we issued two further awards for overall Special Achievement for 2010, Becky Headden (Queen St, Commercial) & David Errington (London St, Industrial & Engineering) were the proud and worthy winners! Well done to the whole of the OSR Team for their absolute dedication and successes for 2010 across our Norfolk and Suffolk branches!

Coming soon...OSR Annual Temporary Workers Week July 2011

In July, we will be holding our first annual "OSR Temps Week". This will offer a chance for all of our clients to nominate their OSR temporary workers for various prizes and awards, to reward them for their continual hard work and dedication. We will be holding various events throughout the week, including a "temps tea party" so we can personally thank all of our temporary workers! More information to follow...

OSR Candidates have their say

Always looking to gain a bigger picture of the employment marketplace, OSR Commercial recently conducted a survey with a cross-section of our database. This is an overview of what we found:

What are your most desired employer attributes?

Stability, Personal Recognition, Training & Development, Long Service Rewards, Flexibility, Structure, Working environment.

What are your interview pet hates?

Long gaps within the process, little or no feedback given after interview, unexplained assessments, fantasy interview type questions "if you were a fish what sea would you swim in?", unwelcoming initial reception.

What would put you off applying for / accepting a role?

No salary information, no indication of nature of business, lack of detail for role, unrealistic OTE's and KPI's, high employee turnover, bad company reputation, poor benefits offered.

What would cause you to leave a new role?

Misinformation of expected job duties, significant change of job role / duties once started, unhappy team environment, lack of support / structure / training, negative criticism.

CV Gaffes!

Giving God as a reference heads the list of CV gaffes revealed by jobsite Careerbuilder.co.uk. Other clangers include a candidate who listed lion taming as a hobby, another who wrote their CV in a rhyme, one who used a photograph of somebody else and one applicant who only gave their name and phone number with the phrase: "I want a job".

Almost a third of 194 UK employers surveyed claimed they spend one minute or less reviewing a

CV, while 14% spend 30 seconds or less. Around a quarter also said they had uncovered a lie on a CV in the past year.

Employers also said that they would be deterred by CVs containing the following:

- Large blocks of text that are difficult to read
- Not customised to the role
- More than three pages
- An unprofessional email address

Source: The Recruiter