

ORIEL

PARTNERS



THE ESSENTIAL GUIDE TO
TEMPORARY HIRING

INTRODUCTION

Temporary staff play a vital role in businesses across various industries, offering flexible and immediate solutions to workforce needs. Whether you're covering for an employee on leave, managing increased seasonal demand or trialling a potential permanent hire, temporary staff can be an invaluable resource.



IN THIS GUIDE, YOU WILL LEARN:

- ✓ Reasons to Hire Temporary Staff
- ✓ What You Can Expect to Pay
- ✓ How To Craft Effective Job Descriptions
- ✓ Interview Questions for Temporary Staff
- ✓ Temporary Contract Types
- ✓ Where to Find Quality Temporary Staff
- ✓ Benefits of Hiring Through a Temping Agency
- ✓ FAQs for Working with a Temp Agency

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REASONS TO HIRE TEMPORARY STAFF

FLEXIBILITY TO COVER MATERNITY LEAVE

Hiring temporary staff to cover for employees on maternity leave ensures continuity and stability in business operations.

A temporary replacement can take over the essential duties, allowing the permanent employee to return to their role without any backlog or disruption.

FILLING IN DURING SICK LEAVE

Unexpected long-term sick leave can pose significant challenges to maintaining workflow and meeting deadlines.

Temporary staff can step in quickly to fill these gaps, ensuring that projects stay on track, daily operations continue smoothly, and other team members don't burn out.





SUPPORTING RESTRUCTURING AND EXPANSION

The workload often increases significantly during periods of restructuring or expansion. Temporary staff can provide the extra support needed during these times, helping with additional tasks and allowing permanent employees to focus on their core responsibilities.

This temporary boost in the workforce can be critical for successfully navigating through transitions and ensuring that growth objectives are met without overwhelming existing staff.

TRIALLING A POTENTIAL PERMANENT HIRE

Hiring temporary staff with the potential to become permanent employees offers a valuable trial period for both the employer and the employee.

This arrangement allows businesses to assess a candidate's performance, work ethic and cultural fit before committing long-term. For candidates, it provides an opportunity to understand the role and the company, ensuring mutual suitability before transitioning to a permanent position.

OPERATING WITH FREELANCERS ONLY

Some businesses operate primarily with freelancers to maintain a flexible and scalable workforce.

Temporary hires fit seamlessly into this model, providing specific skills for defined periods without the long-term commitments of full-time employees. This approach is particularly beneficial for project-based work, where the demand for skills fluctuates.

MANAGING SEASONAL DEMAND

Seasonal peaks in business, such as during annual report preparations or when organising corporate events, can require additional workforce support.

Temporary staff can be hired to help manage these busy periods, ensuring that administrative tasks, event planning and reporting requirements are met. Temp staff can help businesses scale their workforce according to seasonal needs without the financial burden of year-round employment.



BENEFITS OF TEMPORARY HIRING



- Reduce long-term financial commitments, offering a cost-effective solution for short-term needs.
- Can be brought in rapidly to address immediate operational requirements.
- Many temporary workers possess niche skills, ideal for specific projects or tasks.
- Operations continue smoothly during employee absences or increased workload periods.
- Hiring managers can evaluate potential permanent hires through a temporary placement.



WHAT YOU CAN EXPECT TO PAY A TEMPORARY WORKER

Understanding the appropriate salary ranges for temporary roles is essential for attracting and retaining high-quality candidates. Salaries for temporary staff can vary based on the level of experience, the complexity of the role, and the industry. Below is an overview of typical salary brackets for temporary positions based on our 2024 salary survey.

Please note that these rates are subject to change based on market conditions and should be used as a general guide only.

ENTRY-LEVEL POSITIONS

Temporary staff in entry-level positions typically perform basic administrative tasks and require minimal experience. These roles often include receptionists, junior administrative assistants, and entry-level office support.

RECEPTIONIST: £12 - £17 PER HOUR

JUNIOR ADMINISTRATIVE ASSISTANT: £14-£17 PER HOUR

MID-LEVEL POSITIONS

Mid-level temporary roles require more experience and a higher skill set. These positions may include personal assistants (PAs), executive assistants (EAs), and office managers.

PERSONAL ASSISTANT (PA): £14 - £29 PER HOUR

EXECUTIVE ASSISTANT (EA): £20 - £39 PER HOUR

OFFICE MANAGER: £16 - £19 PER HOUR

SENIOR-LEVEL POSITIONS

Senior-level temporary roles are highly specialised and often require significant experience and expertise. These roles include senior executive assistants, private personal assistants, and specialised administrative support for high-net-worth individuals or executives.

SENIOR EXECUTIVE ASSISTANT: £29 - £39 PER HOUR

PRIVATE PERSONAL ASSISTANT: £20 - £60 PER HOUR

OPERATIONS MANAGER / CHIEF OF STAFF: £39 - £60 PER HOUR

VIRTUAL ASSISTANTS (VA)

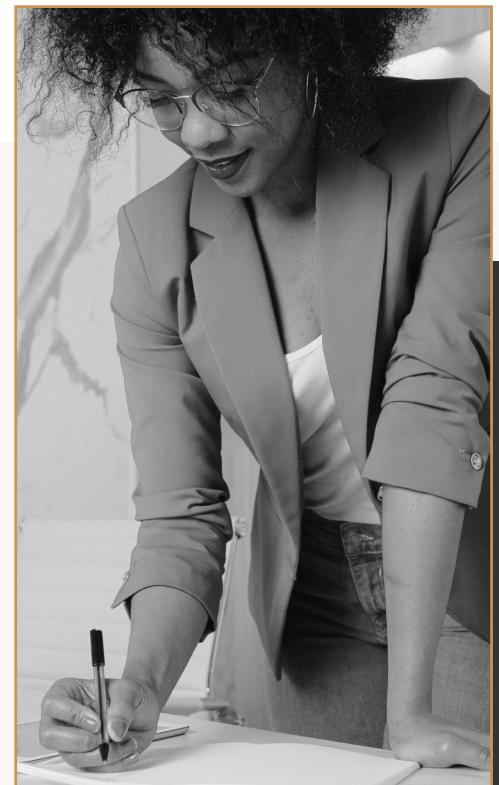
Virtual assistants offer remote support and are increasingly in demand. The salary for VAs can vary based on their skill set and the complexity of the tasks they handle.

VIRTUAL ASSISTANT: £20 - £40 PER HOUR

Several factors can influence the salary brackets for temporary roles, including industry, location, the candidate's experience level and the duration of the assignment.

Also note that when hiring a temporary worker through an agency there will be additional charges on top to cover:

- Pension
- National Insurance
- Holiday pay
- The cost of payroll
- The agency fee



For the most accurate and current rates, please [contact Oriel Partners](#) directly. We update our salary survey annually to ensure our clients have access to the latest market information.

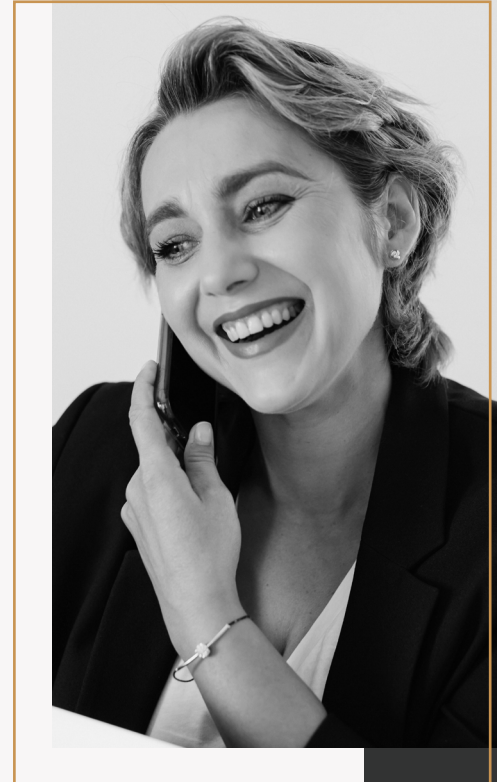
JOB DESCRIPTIONS FOR TEMPORARY ROLES

When creating a job description for a temporary position, it is essential to provide detailed information to attract suitable candidates and excite them about the opportunity. A well-crafted job description helps set clear expectations and allows potential candidates to understand the role and your company culture.

BASIC STRUCTURE

A typical job description for a temporary role should include the following elements:

- **Job Title:** Clearly state the position you are hiring for.
- **Company Overview:** Briefly describe your company, its mission and culture. Include a link to your 'About Us' page for more information.
- **Job Overview:** Summarise the main responsibilities and objectives of the role.
- **Key Responsibilities:** List the primary tasks and duties the temporary staff member will be expected to perform.
- **Qualifications:** Detail the required education, skills and experience for the role.
- **Duration and Working Hours:** Specify the length of the temporary assignment and the working hours.
- **Compensation:** Provide information about the pay rate and any additional benefits or incentives.

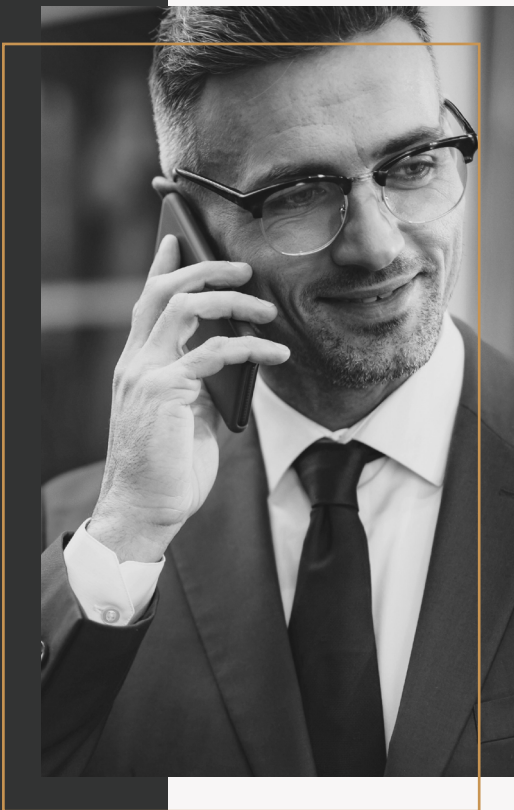




TYPICAL ADMIN DUTIES

Temporary administrative staff are often expected to handle a variety of tasks that keep the office running smoothly. Common duties you may want to include in a job description include:

- **Diary management.**
- **Booking travel, hotels, and transfers.**
- **Handling itineraries.**
- **Scheduling meetings.**
- **Correspondence and inbox management.**
- **Preparing reports and presentations.**
- **Taking minutes in meetings.**
- **Arranging events.**
- **Running personal errands.**
- **Basic administration tasks.**
- **Ordering office supplies.**
- **Answering telephone calls.**
- **Providing cover for other roles as needed.**



JOB DESCRIPTIONS FOR SPECIFIC ROLES

Here are snippets of job descriptions for various admin support roles. Each snippet includes specific responsibilities and experience to consider.

PERSONAL ASSISTANT (PA)

Responsibilities:

- Manage diaries and schedules.
- Book and organise travel arrangements.
- Handle correspondence and communication.
- Prepare reports and presentations.

Experience & Skills:

- Minimum of 3 years of PA experience.
- Excellent organisational skills.
- Proficient in Microsoft Office.

Get your free [PA job description template](#).

EXECUTIVE ASSISTANT (EA)

Responsibilities:

- Support senior executives with day-to-day tasks.
- Manage confidential information and communications.
- Coordinate high-level meetings and events.

Experience & Skills:

- Minimum of 5 years of EA experience.
- Strong communication and interpersonal skills.
- Discretion and professionalism.

Get your free [EA job description template](#).

RECEPTIONIST

Responsibilities:

- Manage front desk operations.
- Greet visitors and handle inquiries.
- Answer and direct phone calls.
- Maintain office security and visitor logs.

Qualifications & Skills:

- Previous receptionist or customer service experience.
- Friendly and professional demeanour.
- Excellent communication skills.

Get your free [receptionist job description template](#).

ADMINISTRATIVE ASSISTANT

Responsibilities:

- Support various departments with administrative tasks.
- Manage documents and records.
- Schedule and organise meetings.

Experience & Skills:

- Prior administrative experience.
- Strong multitasking abilities.
- Proficient in office software.

Get your free [admin assistant job description template](#).

OFFICE MANAGER

Responsibilities:

- Oversee office operations and procedures.
- Manage office supplies and equipment.
- Coordinate with HR on staff issues.

Experience & Skills:

- Experience in office management.
- Excellent organisational and leadership skills.
- Ability to handle multiple tasks efficiently.

Get your free [office manager job description template](#).

CONSIDERATIONS FOR TEMPORARY ROLES

When hiring for temporary roles, it's essential to consider the following:

- Temporary staff must be able to quickly adapt to new environments and tasks.
- In smaller businesses, temporary roles may require flexibility to cover multiple functions, ensuring that key responsibilities are met even with a limited staff.
- It's still important that a temporary staff member fits well within the company culture to maintain a positive and cohesive work environment.



INTERVIEW QUESTIONS FOR TEMPORARY POSITIONS

Once you've received job applications from prospective temporary candidates, you'll be one step closer to filling the post.

The interview process is crucial for determining if a candidate is the right fit for the role, so asking the right questions is extremely important.

While questions about experience are essential, competency-based questions will help you assess whether a candidate has the skills and attitude to thrive in the role.



Note that if you are hiring temps using a temping agency, you may not need to conduct the interviews yourself as the agency can handle all of the arrangements on your behalf.

Overleaf are some questions we highly recommend you ask all candidates interviewing for a temporary position:



Q1: WHY ARE YOU INTERESTED IN THIS TEMPORARY ROLE?

This question is always a good idea to ask any candidate to understand the context of why they are looking for another role. They may be looking for an opportunity to grow or a new challenge. This question can be tricky for candidates to answer honestly. However, you should look for candidates to remain professional in their response, explaining their reasoning positively. Complaints about previous employers should raise a red flag about whether this candidate can remain professional.

IDEAL CANDIDATE RESPONSE:

I enjoy the flexibility and variety that temporary roles offer. This position particularly interests me because it aligns with my skills and allows me to contribute to a dynamic team. I'm looking forward to learning and growing in a new environment.

Q2: HOW DO YOU STAY ORGANISED AND PRODUCTIVE?

With this question, you are looking for a candidate who can demonstrate that they can hit deadlines, complete tasks assigned to them and use technology and systems to stay organised in their role.

IDEAL CANDIDATE RESPONSE:

I rely heavily on digital tools like Microsoft Planner and Google Calendar to keep track of my tasks and deadlines. I start my day by reviewing my priorities and adjusting my schedule as needed to ensure everything gets done efficiently.

Q3: WHY DO YOU THINK YOU'D MAKE AN EXCELLENT FIT FOR THIS POSITION?

Each candidate's answer will be unique. However, you should look for them to share which skills they have that will provide value to you, the company, and the role. Their answer should tie back to the job description and the main requirements for the role.

IDEAL CANDIDATE RESPONSE:

To succeed in this role, I understand it is crucial to be adaptable and efficient. In my previous temporary assignments, I quickly learned new systems and processes while maintaining high productivity. I aim to bring the same adaptability and dedication to this role.

Q4: GIVE AN EXAMPLE OF MANAGING MULTIPLE TASKS UNDER TIGHT DEADLINES.

Managing multiple tasks efficiently is an essential requirement for temporary roles. This question helps assess the candidate's multitasking and time management skills.

IDEAL CANDIDATE RESPONSE:

In a previous role, I was responsible for managing the CEO's calendar, handling phone calls, and organising a major event simultaneously. By prioritising tasks and using digital tools like Slack, I ensured I met all deadlines without compromising on quality.

Q5: HOW DO YOU HANDLE TRANSITIONING INTO NEW ROLES QUICKLY?

Temporary roles often require candidates to adapt swiftly to new environments and responsibilities. This question assesses their ability to hit the ground running.

IDEAL CANDIDATE RESPONSE:

I prioritise understanding the key expectations and processes as soon as possible. In my previous roles, I found that asking questions early and seeking feedback helped me adapt quickly and contribute effectively from the start.

Q6: HAVE YOU BEEN RELIABLE IN PREVIOUS TEMPORARY ASSIGNMENTS?

Reliability is a common concern for hiring managers when considering temporary staff. Asking about the candidate's track record and availability can provide reassurance.

IDEAL CANDIDATE RESPONSE:

I have a strong track record of reliability in my previous temporary roles. I understand the importance of being dependable, especially in a short-term position, and I am committed to maintaining this standard. I am also fully available for the duration of the assignment and can be flexible with my working hours if needed. On previous occasions, I have been hired back as a temporary worker at the same organisation due to doing a good job on the first assignment.

TEMPORARY CONTRACT TYPES

When hiring temporary staff, it's important to understand the different types of contracts available. Each contract type has its own set of terms and conditions, providing varying levels of flexibility and commitment for both the employer and the employee.

Here are the main contract types you should consider:

FIXED-TERM CONTRACTS

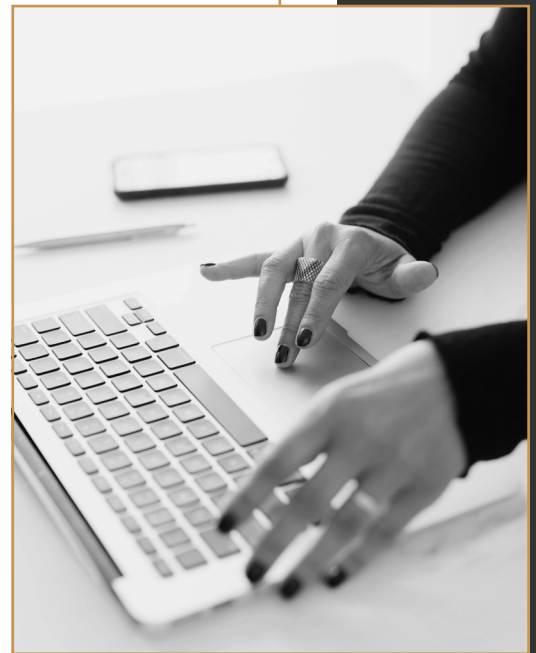
Fixed-term contracts have a specified start and end date, clearly outlining the duration of the employment. This type of contract is ideal for covering specific periods, such as maternity leave or project-based work with a defined timeline.

Advantages:

- A predictable end date allows for better planning.
- Provides job security for the employee for the contract duration.
- Suitable for projects with clear start and end dates.

Considerations:

- Ensure all terms are clearly outlined, including the possibility of early termination or extension.



ZERO-HOURS CONTRACTS

Zero-hours contracts offer maximum flexibility for both the employer and the employee. Employees are not guaranteed a minimum number of working hours and work only when needed.

Advantages:

- Flexibility to adjust the workforce according to business needs.
- Ideal for roles where work demand fluctuates.

Considerations:

- May result in uncertainty for employees due to the lack of guaranteed hours.
- Important to comply with legal requirements regarding workers' rights.

TEMPORARY CONTRACTS (NO FIXED END DATE)

Temporary contracts without a fixed end date provide flexibility similar to zero-hours contracts but typically offer more stability. These contracts are open-ended and can be terminated by either party with notice.

Advantages:

- Flexibility to continue employment as long as needed.
- Suitable for ongoing projects or covering long-term absences.

Considerations:

- Clearly define notice periods and conditions for contract termination.
- Ensure you review terms regularly to match ongoing needs.

TEMP-TO-PERM CONTRACTS

Temp-to-perm contracts start as temporary agreements but include the potential for the employee to transition to a permanent role. This type of contract allows both the employer and employee to test the fit before committing to a permanent position.

Advantages:

- Allows employers to assess the employee's performance and fit within the company.
- Provides employees with an opportunity to secure a permanent role.

Considerations:

- Outline clear criteria and timelines for evaluating the transition to permanent status.
- Communicate the possibility and process of conversion from temporary to permanent early on.

HOW TO CHOOSE THE RIGHT CONTRACT TYPE

When deciding on the appropriate contract type for temporary staff, consider the following factors:

- Determine how long you need a temporary staff member. Fixed-term contracts are ideal for specific time frames, while open-ended contracts offer more flexibility.
- For roles with varying demand, zero-hours contracts provide the necessary flexibility.
- If you are open to the possibility of the role becoming permanent, consider a temp-to-perm contract.
- Understand the preferences and expectations of your potential hires. Some may prefer the security of fixed hours over the flexibility of zero-hour contracts.



WHERE TO FIND GOOD QUALITY TEMPORARY STAFF



Finding reliable and skilled temporary staff can be a challenging task. Knowing where to look and which resources to use can save you time and money.

Overleaf are some effective strategies for sourcing high-quality temporary staff:



NATIONAL JOB BOARDS

National job boards are an excellent starting point for reaching a broad audience of potential candidates. These job boards allow you to post job listings that are visible to thousands of job seekers nationwide.

Advantages:

- Broad reach ensures a large pool of applicants.
- User-friendly platforms make job posting straightforward.
- Often include filtering tools to help narrow down candidates based on specific criteria.

Considerations:

- High volume of applications may require significant time for screening.
- May attract a wide range of candidates, including those not fully suited for the role.

SPECIALIST RECRUITMENT AGENCIES

Specialist recruitment agencies focus on placing temporary candidates for specific industries or roles, such as administrative support. Oriel Partners, for instance, specialises in placing high-calibre PA and administrative candidates.

Advantages:

- Deep understanding of the specific skills and qualities needed for specialised roles.
- Access to a pre-screened pool of candidates with relevant experience.
- Higher likelihood of finding candidates who are a perfect fit for niche roles.
- No need to add to your headcount as temps are employed directly through the agency.

Considerations:

- Some specialist agencies may charge higher fees due to their expertise and tailored services.
- It may take time to find an agency that perfectly matches your specific needs.

BENEFITS OF HIRING THROUGH A TEMPING AGENCY



- Access to a broad pool of qualified candidates.
- Industry-specific knowledge to match candidates with your requirements.
- Faster hiring process due to pre-screening and existing candidate relationships.
- Simplifies the hiring process and reduces administrative burden.
- Ensures compliance with employment laws and regulations.
- Manages payroll, benefits and other HR functions.
- Rapid response to immediate staffing needs.
- Flexibility to scale your workforce up or down as required.
- Ability to test potential permanent employees through temp-to-perm arrangements.

FAQS FOR WORKING WITH A TEMP AGENCY

WHAT ARE THE TRANSFER FEES FOR PERMANENTLY HIRING A TEMP?

Transfer fees are costs associated with hiring a temporary employee as a permanent staff member. Fee structures vary from agency to agency, so it's best to contact the temping agency directly for their fees.

Oriel Partners charges a one-off transfer fee when a temp becomes permanent with the client. To get an accurate and personalised quote for transfer fees, [contact Oriel Partners](#) directly. They can provide a detailed breakdown of the costs involved and explain how the process works for your specific situation.

WHAT HAPPENS IF THE TEMPORARY HIRE IS NOT A GOOD FIT?

If a temporary hire does not meet your expectations, agencies typically offer flexible solutions, such as quickly replacing the employee with another suitable candidate. Many agencies have a satisfaction guarantee period during which they will replace an unsatisfactory employee at no additional cost. Clear communication with the agency can help resolve issues promptly.



CAN I SPECIFY THE QUALIFICATIONS AND SKILLS REQUIRED FOR THE TEMPORARY STAFF?

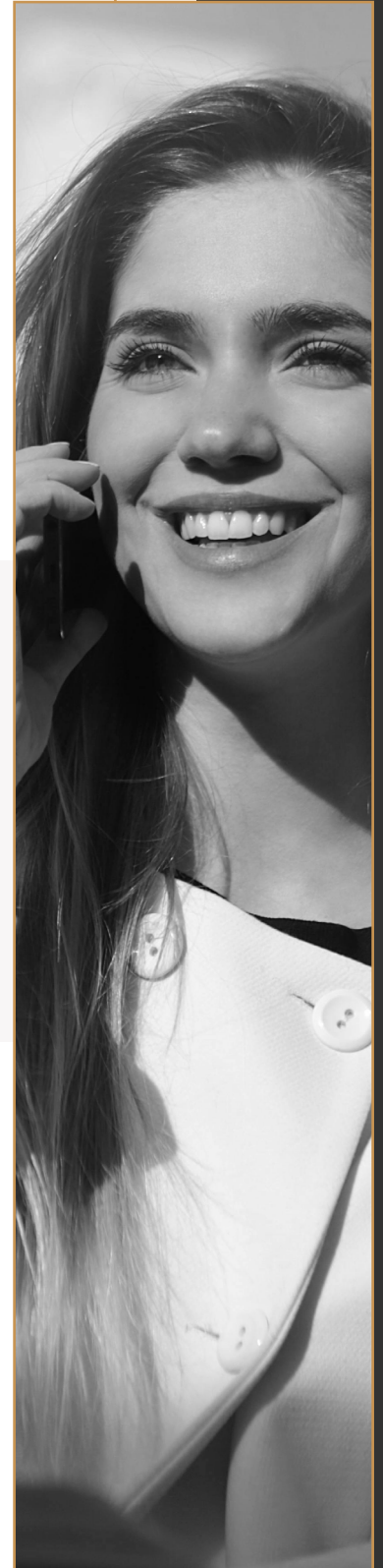
Yes, you can specify the exact qualifications, skills, and experience required for the temporary staff. Agencies will match candidates to your requirements based on the criteria you provide. The agency will help craft a job description for your role, pre-screen candidates for you, and then arrange interviews so you can assess the candidate personally before making a final decision.

DOES AN AGENCY HANDLE ALL PAYROLL?

Yes, most temping agencies manage payroll for the temporary staff they provide. By working with a temping agency, you can reduce the administrative burden on your HR department.

HOW LONG DOES IT TAKE TO HIRE A TEMPORARY EMPLOYEE THROUGH AN AGENCY?

The time to hire a temporary employee can vary depending on the role and the availability of candidates. However, agencies are typically able to provide qualified candidates within a few days to a week. For more urgent roles, placements can be as soon as the same or the next day if you work with a well-established temping agency.



ABOUT ORIEL PARTNERS

Oriel Partners is a boutique PA and administrative temping agency based in Central London. Our Founders, Auria Heanley and Olivia Coughtrie, have over 30 years of combined experience, an extensive network, and an exceptional reputation. We are extremely passionate about what we do and take a great deal of pride in providing the highest quality of service to our clients.

We source temporary, contract, and permanent PA candidates, often on an exclusive basis. Our team is what sets us apart. We work in partnership with our clients to ensure an efficient, discreet, and tailored service. Having helped many clients with their temporary recruitment needs, we're confident we have the skills and network to attract the right people for your business.

We have an extensive network of high-calibre temporary professionals on our books right now. If you would like to discuss how we can help find the right temporary candidate for your business, please **get in touch** today. We'd be delighted to help.

30 YEARS
COMBINED
EXPERIENCE



Auria Heanley and Olivia Coughtrie
Founders of Oriel Partners

ORIEL

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