

# Temporary Worker Frequently Asked Questions

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## How Do I Get paid?

Payment of correctly completed and authorised timesheets is made via BACS every Friday. To ensure you are paid in a timely fashion our payroll team must receive timesheets by 6pm each Monday. Timesheets can be delivered to our office at 38 Albyn Place, Aberdeen or emailed to [payroll@thorpemolloy.com](mailto:payroll@thorpemolloy.com).

It is important that completed temporary worker starter packs are returned prior to the end of your first week on assignment. Failure to do so will mean we are unable to process your timesheet.

## Do I Get Paid Overtime?

Every client treats the payment of overtime differently so you must check with your manager about their overtime policy before submitting a timesheet claiming overtime payments.

## How Much Notice Do I Need To Give If I Am Leaving?

We ask that all temporary workers give at least 1 week's notice.

## Do I Get Paid For Bank And Public Local Holidays?

Under the Working Time Regulations all temporary workers are entitled to paid holidays. Thorpe Molloy Recruitment temporary workers are entitled to 28 days annual leave, inclusive of bank and public local holidays, which accumulates at 2.33 days leave per month worked.

Temporary workers are entitled to holiday pay as long as sufficient time has been accrued.

## I Need To Take Time Off, Who Should I Speak Too?

Seek authorisation from your line manager and then advise your recruitment consultant. Please make sure that the time off is recorded correctly on your timesheet.

## What Do I Do When I Am Sick?

If, for any reason, you are unable to get into work, you must call either your consultant or the client at the earliest opportunity.

## I Forgot To Get My Timesheet Signed, What Can I Do?

You can download a .pdf timesheet from our website, in the Resources section.

## My Manager Is Away Today And Can't Authorise My Timesheet, What Should I Do?

If your direct line manager is unavailable, you can ask another manager at the client to sign in their absence.

## Can I Take Time Off For Interviews?

Any time you need to take off within your working hours will have to be authorised by your line manager and will not be eligible for payment.

Ideally, you should try to arrange any interviews at the start or the end of your working day.

## How Can I Resolve A Query About My Pay?

Our payroll team will quickly resolve any queries you have, contact them on T 01224 327 024 / 327 676 or email payroll@thorpemolloy.com.

## Am I Entitled To Compassionate Leave?

As a temporary worker you are not entitled to compassionate leave from Thorpe Molloy Recruitment. Compassionate leave must be agreed between the temporary worker and client.

Determined on an individual, discretionary basis the client and temporary worker must agree whether any compassionate leave is paid. Please notify your recruitment consultant as soon as possible to ensure your pay is calculated accurately.

## Do I Have To Join The Pension Scheme?

Yes, a change in legislation means it's now easier to save for your retirement. If you're over 22 and below State Pension age and earn more than £10,000 each year you'll be automatically enrolled into our workplace pension scheme on the first occasion that your gross weekly earnings exceed £192.30 after the requisite 12 week waiting period has ended. Thorpe Molloy Recruitment will also make a contribution to your retirement pot.

However, if you feel that it's not the right time for you to start saving for your pension right now, you can opt out within the first month of automatic enrolment. You'll be automatically enrolled again in about three years if you're still eligible and you'll have another chance to start saving then.