

RECRUITMENT AGENCY SERVICE CHARTER



NEWTEC is committed to providing a responsive customer focussed service and effective lines of communication with all our service users. This includes guidance on all the services offered, and respect for confidentiality and any security constraints. All delivery is covered and protected by robust **Equality and Diversity and Safeguarding Strategies.**

What is expected from NEWTEC?

Staff

- To Endeavour to truly understand you and your current position/role(s) in order to provide you with the best service
- Represent you in a professional, proactive and positive way
- Give you our best and impartial advice
- Provide interview feedback within 48 hours
- Discuss the available part/full time role with you before sending your CV
- Regular collection of service users feedback including the completion of annual surveys to measure effectiveness and to evaluate the service
- A high standard of service for service users at all times and be committed to resolve any complaints in a timely manner
- Continuous professional development that complies with regulations including Safeguarding, Health & Safety and Equality & Diversity that are appropriate to the training in NEWTEC

Employers

- To Endeavour to truly understand you and your company and the available position(s) / role(s) in order to provide you with the best service
- To represent your company in a professional and positive light
- Give you our best and impartial service
- On receiving a detailed brief, we will send you suitable candidates CVs and schedule interview days and times that meet your requirements

- Will advise and negotiate with you as a collective to provide the best solution when offer stage is reached
- To provide high quality qualified staff
- To provide staff that have undergone all relevant DBS checks
- To assign a constant point of contact

What is expected from staff signed up with NEWTEC?

- Adhere to the ethos and policies/procedures of the service
- To attend scheduled work as planned and booked through the agency
- To attend scheduled interviews as arranged and booked through the agency
- To have a **flexible** and committed work ethic, be reliable and punctual
- To conduct yourself as a professional at all times
- Advise NEWTEC staff of any Health and Safety, Safeguarding or Equality & Diversity issues
- Make clear requests and provide correct contact details
- Treat staff and service users with respect and no threats of violence
- Inform NEWTEC when details change
- Tell us how we can improve our service

What is expected from employers signed up with NEWTEC?

- Adhere to the ethos and policies/procedures of the service
- To pay invoices in a timely manner
- To provide feedback on staff that are booked through the agency
- To provide feedback on interviews as arranged and booked through the agency
- Advise NEWTEC staff of any Health and Safety, Safeguarding or Equality & Diversity issues
- Make clear requests and provide correct contact details
- Inform NEWTEC when details change
- Tell us how we can improve our service
- To assign a constant point of contact