

Matching people with people



About us

Delaney Browne Appointments is an independent recruitment agency serving the needs of both companies and individuals within the counties of Buckinghamshire and Berkshire, with an office centrally located in Reading.

Delaney Browne incorporates a team of directors, fully qualified consultants and support staff whose motivation is to match people with people. Our directors have a wealth of experience at very senior level within the recruitment industry.

Our dedicated team specialise in temporary and permanent placements within the office sector, from director level to support staff across a broad spectrum of industry sectors. Other services that we offer include: employment advice; salary surveys; dedicated account management and software training.

Our clients

With a strong profile as an independent recruitment agency, our clients range from small local businesses to blue chip multi-nationals across all industry sectors. We work with companies at a local level to really understand their working culture and business environment. No company is too small to deserve our attention and none too big for us to service their high volume requirements.

Our team

You have to enjoy working and interacting with people to do our job and our consultants genuinely love working with people. We are passionate, dedicated and motivated to providing the very best customer service to our clients and candidates.

Our Strengths

Delaney Browne's greatest strengths lie in its caring, empathic and honest approach to both candidates and clients, ensuring that the employment opportunity is right for both candidate and client.

Guarantee

We are a member of the Recruitment & Employment Confederation (REC), the only association representing the UK recruitment industry thereby guaranteeing a reputable, quality recruitment service.

For more information about the service we offer visit our informative
and easy to navigate website

www.delaneybrowne.co.uk

Berkshire

T. 0118 959 2043 F. 0118 900 1126

E. recruit@delaneybrowne.co.uk

Buckinghamshire

T. 01494 510 800 F. 0118 900 1126

E. all@delaneybrowne.co.uk

229, 2nd Floor, Davidson House, Forbury Square, Reading, Berkshire RG1 3EU

delaney browne
appointments

This list is by no means exhaustive, but aims to reflect the diversity of positions offered within our specialist sector. If a particular job role is not listed, it doesn't mean that we can't help with it! For clarification and information please contact us.

We can provide both temporary and permanent candidates for the following job roles:

Secretarial

- Executive Assistant
- Personal Assistant
- Team Secretary
- Legal Secretary
- Shorthand/Audio Typists

Administration

- Office Manager
- Administrator
- Receptionist
- Data Processor/Entry Clerks
- Office Assistant

Sales

- Business Development Manager
- Sales Manager
- Key Account Manager
- Account Manager
- Account Executive
- Sales Representative
- Telesales Executive
- Sales Administrator
- Fundraisers
- Database Administrator

Marketing/PR

- Marketing Manager
- Marketing Executive
- Marketing Co-ordinator
- Marketing Assistant
- PR Executive
- Events Manager
- Events Co-ordinator

Finance

- Management Accountant
- Part Qualified Accountant
- Bookkeeper
- Payroll Officer
- Credit Controller
- Purchase/Sales Ledger Clerk
- Accounts Assistant

Procurement

- Procurement Manager
- Buyer

IT Help Desk

- 1st and 2nd Line Support

Human Resources

- Human Resources Manager
- Human Resources Officer
- Human Resources Administrator

Project Management

- Project Manager
- Project Administrator

Customer Service/Call Centre

- Call Centre/Customer Service Manager
- Call Centre/Customer Service Team Leader
- Call Handler
- Multi-lingual Call Handler
- Customer Service Co-ordinators
- Data Entry Clerks
- Customer Service Advisors
- Helpdesk Advisors
- Customer Billings Clerk

Light Industrial

- Warehouse/Logistics Manager
- Warehouse Operatives
- Production Operatives
- Pickers/Packers
- Goods in/Out
- Despatch
- Porters
- Quality Control



Temporary Solutions

Help and understanding

Whether you are looking for maternity, sickness or holiday cover, someone for a special project, or just to cover during busy periods – Delaney Browne can help. Whether you need cover for a day, a week, a month – we will accommodate your timescale.

Ideally we like to meet with you in person to gain a better understanding of the role in question, the type of person you are looking for in terms of skills, ability and personal attributes, and to observe the working environment in terms of work ethic and culture.

However, we appreciate that time is invariably of the essence and therefore, we are always very happy to take details over the telephone or by email.

With the information to hand we work hard to match the skills required and place someone who we believe will fit into your environment as quickly as possible and with little fuss.

By booking one of our temporaries you trust us with your business and we value this trust.

Making it easy

There are no payroll liabilities such as Tax and NI for you to worry about, because we organise payment of these on your behalf. We will charge you an appropriate hourly rate and all you need to do is settle the account.

Eligibility to work and proof of identity are confirmed for all our temporary staff and references are taken wherever possible.

As a matter of course, we will brief temporary staff on the assignment as well as your organisation and culture.

Candidates

We really get to know our candidates through extensive interviewing. The candidate registration process lasts approximately one hour and during this time we will evaluate their skills, ability and aptitude, as well as discussing their employment history and assess their personality type.

It's not rocket science!

We know that if staff are happy, motivated and treated well, then they will perform to their maximum ability. By taking care of our staff we are able to take care of your business by providing outstanding individuals who may even exceed your expectation. You could find yourself offering them permanent employment as a result!

We motivate our temps in many different ways: with holiday pay accrued from day one; 'Temporary of the Month' award; goodies during the National Temporary Workers Week; on-going recognition and feedback from assignments; weekly contact and of course, excellent rates of pay.

Temporary workers are happy and healthier than permanent workers!
(According to research from the Dept of Management, Kings College, London)

So why choose Delaney Browne Appointments for your temporary staffing solutions?

In simple terms, these are some of the reasons why so many of our current clients choose us:

- When the speed of response to your need is critical we can deliver. We always have a healthy bank of temporary staff who we can match to your needs at short notice.
- If you are looking for a candidate with specific skills then we will advertise the position on your behalf at no cost to you.
- We evaluate the skills, ability and aptitude of all our temporary staff as well as ensuring that they will suit your organisation and hit the ground running.
- We confirm the eligibility to work and proof of identity of all our temporary staff, and references are taken wherever possible.
- You can expect the very best in customer service from our Temps Consultants, who have a wealth of experience in organising and placing their temporary staff.
- You don't have to organise the payment of employer liabilities such as Tax and NI – we do all of this for you. We will charge you an appropriate hourly rate and all you need to do is settle the account.
- All temporary staff are given a briefing and introduction to your organisation before commencement of any assignment.

Quality Management

We are continually striving to perfect the service we offer to our clients and offer:

- Service Satisfaction programmes – enabling client feedback
- Preferred Supplier Agreements
- The provision of Management Information
- Service Level Agreements

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or contact

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Terms and Conditions of business

Introduction of Staff for Temporary Employment

1 DEFINITIONS

In this Contract the following terms shall have the following meanings:

- 1.1 The **'Employment Business'** means Delaney Browne Ltd of 229, 2nd Floor, Davidson House, Forbury Square, Reading, Berkshire RG1 3EU
- 1.2 The **'Temporary Worker'** means the person introduced by the Employment Business to the Client for an Appointment.
- 1.3 The **'Client'** means the person, firm or corporate body to whom the Temporary Worker is introduced and includes any associated subsidiary or related company.
- 1.4 The **'Assignment'** means the period during which the Temporary Worker is appointed to render services to the Client.
- 1.5 **'Engagement'** means the engagement, employment, or use of the Temporary Worker directly by the Client or any third party or through any other employment business on a permanent or temporary basis, whether under a contract of service or for services; an agency; license, franchise or partnership arrangement, or any other engagement, directly or through a limited company of which the Temporary Worker is an officer or employee.
- 1.6 **'Salary'** includes without limitation all salary, and other taxable emoluments payable to or receivable by the Temporary Worker for services rendered to or on behalf of the Client. All sums are gross.
- 1.7 **'Interest'** means an additional charge of 2% per month compounded monthly.
- 1.8 **'Relevant Period'** means the later of either 14 weeks from the 1st day on which the Temporary Worker was supplied by the Employment Business to work for the Client, or 8 weeks from the day after the Temporary Worker was last supplied by the Employment Business to the Client.
- 1.9 **'Introduction'** means (i) the Client's interview of a Temporary Worker in person or by telephone, following the Client's instruction to the Employment Business to supply a Temporary Worker; or (ii) the passing to the Client of a Curriculum Vitae or information which identifies the Temporary Worker; and which leads to an Engagement of that Temporary Worker.
- 1.10 **'Transfer Fee'** means the fee payable in accordance with Clause 7 below and Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003.
- 1.11 **'Introduction Fee'** means the fee payable in accordance with Clause 7 below and Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003.

2 THE CONTRACT

- 2.1 These terms constitute the contract between the Employment Business and the Client for the supply of the Temporary Worker's services by the Employment Business to the Client and are deemed to be accepted by the Client by virtue of its request for, interview with or Engagement of the Temporary Worker or the passing of any information about the Temporary Worker to any third party following an introduction.
- 2.2 These terms contain the entire agreement between the parties and unless otherwise agreed in writing by a Director of the Employment Business, these terms prevail over any terms of business or purchase conditions put forward by the Client.
- 2.3 This contract shall be governed by English Law and the exclusive jurisdiction of the English Court in all matters regarding it.

3 CHARGES

- 3.1 The Client will be liable to pay the hourly charges of the Employment Business which are currently at the commencement of the Assignment and this may be varied from time to time during the Assignment by the Employment Business upon the Employment Business giving prior notice to the Client.
- 3.2 The charges will be calculated by reference to the number of hours worked by the Temporary Worker rounded up to the nearest quarter hour plus VAT and will be invoiced to the Client on a weekly basis payable within fourteen days of delivery of invoice. A list of our charges shall be available upon request.
- 3.3 Interest will be payable on all fees which remain unpaid for more than fourteen days after the date of commencement of the employment. All such interest is to be calculated from the date of commencement of the employment.
- 3.4 The charges comprise mainly the Temporary Worker's pay but also include the Employment Business' commission calculated as a percentage of the Temporary Worker's pay, employer's National Insurance Contributions, paid annual leave and any travel, hotel or other expenses as may have been agreed with the Client or, if there is no such agreement, such expenses as are reasonable. VAT, if applicable, is payable on the entirety of these charges.

4 SALARY

The Employment Business will be responsible for the payment of Salary, deduction and payment of all statutory contributions in respect of Earnings Related Insurance and the administration of Schedule E Income Tax (PAYE) applicable to the Temporary Worker required by Law.

5 TIME SHEETS

- 5.1 At the end of each week of the Assignment or where the Assignment is for a period less than a week or was completed before the end of the week, the Client will sign the time sheet of the Employment Business confirming the number of hours worked by the Temporary Worker during that week.
- 5.2 Signature of the time sheet by the Client constitutes acceptance that the Temporary Worker services have been provided for the hours indicated and that such services have been satisfactory and in accordance with these terms and conditions.

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6 PAYMENT OF TEMPORARY WORKER

The Employment Business assumes responsibility for paying the Temporary Worker and where appropriate, for the deduction and payment of National Insurance Contributions and PAYE Income Tax applicable to the Temporary Worker pursuant to sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003.

7 TRANSFER AND INTRODUCTION FEES

- 7.1 In the event of the Engagement of a Temporary Worker by the Employment Business either (1) directly by the Client (2) by the Client pursuant to being supplied by another employment business, within the relevant Period the Client shall be liable, to either:
 - a) Subject to electing upon giving 5 days notice, an extended period of hire of the Temporary Worker being 26 weeks during which the Employment Business shall be entitled to charge for each hour the Temporary Worker is so employed or supplied; or
 - b) A Transfer Fee calculated in accordance with the accompanying scale of fees a % of the salary applicable during the first twelve months of the Engagement.

8 SUITABILITY/LIABILITY

The Employment Business will endeavour to ensure the suitability of the Temporary Worker. In any event the Client shall take steps as is necessary to satisfy itself as to the suitability of the Temporary Worker.

- 8.1 Whilst every effort is made by the Employment Business to give satisfaction to the Client by ensuring reasonable standards of skills, integrity and reliability from Temporary Workers and further to provide them in accordance with the Client's booking details, the Employment Business is not liable for any loss, expense, damage or delay arising from any failure to provide any Temporary Worker for all or part of the period of booking or from negligence, dishonesty, misconduct or lack of skill of the Temporary Worker. For the avoidance of doubt, the Employment Business does not exclude liability for death or personal injury arising from its own negligence.
- 8.2 Temporary Workers supplied by the Employment Business are engaged under contracts for services. They are not employees of the Employment Business but are deemed to be under the supervision, direction and control of the Client from the time they report to take up duties and for the duration of the Assignment. The Client agrees to be responsible for all acts, errors or omissions of the Temporary Worker, whether wilful, negligent or otherwise as though the Temporary Worker was on the payroll of the Client. The Client will also comply in all respects with all statutes including, for the avoidance of doubt, the Working Time Regulations, Health & Safety at Work Act etc, by-laws, codes of practice and legal requirements to which the Client is ordinarily subject in respect of the Client's own staff (excluding matters specifically mentioned in Clause 6 above), including in particular the provision of adequate Employer's and Public Liability insurance cover for the Temporary Worker during all Assignments.
- 8.3 The Client shall advise the Employment Business of any special health & safety matters about which the Employment Business is required to inform the Temporary Worker. The Client will assist the Employment Business in complying with the Employment Business' duties under the Working Time Regulations by supplying any relevant information about the Assignment requested by the Employment Business and the Client will not do anything to cause the Employment Business to be in breach of its obligations under these regulations. Where the Client requires or may require the services of a Temporary Worker for more than 48 hours in any week, the Client must notify the Employment Business of this requirement before the commencement of that week.
- 8.4 The Client shall indemnify and keep indemnified the Employment Business against any costs, claims or liabilities Incurred by the Employment Business arising out of any Assignment or arising out of any non-compliance with Clauses 8.2 and 8.3 and/or as a result of any breach of these terms by the Client.

9 TERMINATION

- 9.1 The Client, the Temporary Worker of the Employment Business may terminate the Assignment at any time without prior notice.
- 9.2 Where the Client is not satisfied with the services of the Temporary Worker, the Employment Business may reduce or cancel the charge for the time worked by the Temporary Worker provided they receive written notification of such dissatisfaction on the same day as commencement of the Assignment and that such Assignment with such Temporary Worker is also terminated on the same day.

Fees

17.5% where the salary is up to £17,000

18.5% where the salary is between £17,001 - £23,000

19.5% where the salary exceeds £23,001



appointments

delaney browne (Reading) Ltd
Company Number: 4007556



Permanent Solutions

Saving you time and money

Recruitment and selection is an expensive and time-consuming process, whatever the role. If you calculate the time involved in the recruitment process you will come to the conclusion that recruiting costs and time can be greatly reduced by placing the onus on us. We can provide you with a shortlist of high calibre candidates who we confidently expect to match your job specification in terms of capabilities and personality – all *you* need to do is interview them.

We are here to make your life easier!

The process

Ideally we like to meet you in person to gain a better understanding of the role in question, the type of person you are looking for in terms of skills, ability and personal attributes and to observe the working environment in terms of work ethic and culture. This 'whole picture' enables us to better match candidates.

Following our meeting we will provide you with a shortlist of candidates who have been privately interviewed and whose skills and abilities have been assessed. Where appropriate we can offer interviews within 48 hours. If the role demands precise skills or knowledge we can take in-house documents and recreate them for a testing environment.

Getting to know our candidates

We really get to know our candidates through extensive interviewing. The candidate registration process lasts approximately one hour. During this time we will evaluate their skills, ability and aptitude, as well as discussing their employment history and assess their personality type.

Before a candidate attends an interview we will brief them extensively on the position in question and where applicable, will distribute any information about your organisation.

A unique guarantee

When you have made an offer on the position, we will negotiate the terms on your behalf, making sure that the needs of both employer and employee are satisfactorily met.

Very occasionally a placement may not work out for whatever reason and because we take our responsibility for recruitment very seriously, we offer a unique guarantee:

If you employ one of our candidates and it does not work out for whatever reason within the first six months of employment, we will find you a suitable replacement free of charge. (Terms and Conditions apply)

Research shows that new employees are more likely to leave in the fourth month of employment and this is why most recruitment agencies only offer a three month replacement guarantee.

People are the most important factor in our business!

So why choose Delaney Browne Appointments for your permanent staffing solutions?

In simple terms, these are some of the reasons why so many of our current clients choose us:

- We really get to know your company and the particular role by visiting your offices, talking to the relevant line manager, observing the work environment in terms of work ethic and culture and really getting under the skin of the role;
- You can rest assured that our candidates have been assessed in terms of their skills, ability and aptitude;
- If a placement goes wrong for whatever reasons we will find you a replacement free of charge within the first six months of employment (Terms and Conditions apply);
- We don't need or want to waste your valuable time, so we won't bombard you with unsuitable CVs;
- We offer a dedicated account management whereby you will have one point of contact throughout the recruitment process;
- We have a vast database of candidates readily available;
- We will advertise the role in question for free, should we not have suitable candidates already registered with us;
- We offer benchmarking against core competencies;
- We offer short-listing, screening and selection of candidates;
- We offer free information at local level on salaries and benefits packages paid to office sector staff. Our Salary Surveys are regularly published giving comparisons by job role and geographical area across various industry sectors;
- Employment advice freely available, including employment law seminars;
- Fixed term contracts available;
- If a role needs particular software training then we can help;
- To ensure that you are happy with the service you receive we provide a regular service review;
- We are members of the Recruitment & Employment Confederation (REC), the only association representing the UK recruitment industry, thereby guaranteeing a reputable, quality recruitment service.

Quality Management

We are continually striving to perfect the service we offer to our clients and offer:

- Service Satisfaction programmes – enabling client feedback
- Preferred Supplier Agreements
- The provision of Management Information
- Service Level Agreements

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Terms and Conditions of business

Introduction of Staff for Permanent Employment

1 DEFINITIONS

In these terms and conditions of business the following definitions apply:

- 1.1 The **'Agency'** means Delaney Browne Ltd of 229, 2nd Floor, Davidson House, Forbury Square, Reading, Berkshire RG1 3EU
- 1.2 The **'Applicant'** means the person introduced by the Agency to the Client for an Appointment.
- 1.3 The **'Client'** means the person, firm or corporate body to whom the Applicant is introduced and includes any associated subsidiary or related company.
- 1.4 The **'Engagement'** means the engagement of the Applicant to perform services for and on behalf of the Client or any third party.
- 1.5 **'Salary'** includes without limitation all salary, and other taxable emoluments payable to or receivable by the Applicant for services rendered to or on behalf of the Client. All sums are gross.
- 1.6 **'Introduction'** means (i) the Client's interview of an Applicant in person or by telephone, following the Client's instruction to the Agency to search for an applicant; or (ii) the passing to the Client of a curriculum vitae or information which identifies the Applicant; and which leads to an Engagement of that Applicant.
- 1.7 **'Interest'** means an additional charge of 2% per month compounded monthly.

2 THE CONTRACT

- 2.1 It is agreed that these terms and conditions are accepted by the Client by virtue of its interview with or Appointment of the Applicant.
- 2.2 No variation or amendment of the Agreement or oral promise or commitment related to it shall be valid unless committed to in writing and signed on behalf of all parties.
- 2.3 This contract shall be governed by English Law and the exclusive jurisdiction of the English Court in all matters regarding it.

3 TIME FOR PAYMENT OF FEES AND NOTIFICATION

- 3.1 Where the Applicant is deemed suitable and accepted by the Client, the Client shall notify the Agency immediately of this and provide them with details of the proposed Salary of the Applicant.
- 3.2 The Client will pay the Agency's fees for the introduction of the Applicant within fourteen days of the date of commencement of the employment. The fee payable to the Agency by the Client is calculated in accordance with the accompanying scale of fees according to the Salary payable to or receivable by the Applicant during the first twelve months of the Appointment. All fees are subject to the inclusion of VAT.
- 3.3 Interest will be payable on all fees which remain unpaid for more than fourteen days after the date of commencement of the employment.

4 REPLACEMENT GUARANTEE

- 4.1 If the Appointment of the Applicant by the Client is terminated for any reason (other than pregnancy or redundancy) within six months of the date of the Appointment provided the following conditions are met by the Client, the Agency will select and present a replacement Applicant at no further cost to the Client (unless there is a salary increase where the difference in fee will be met by the client).

Matching people with people

- 4.2 Payment of fees by the Client to the Agency must have been made strictly within the terms for payment set out in the Terms and Conditions of Business. (14 days from date of invoice).
- 4.3 The Client must notify the Agency in writing within fourteen days of the termination of the Applicant and that it requires a replacement Applicant. In the event that the Client gives such notification, the Client shall give the Agency a reasonable time within which to present a suitable replacement Applicant.
- 4.4 For sales position the Replacement Guarantee will be limited to two months.
- 4.5 The replacement guarantee is limited to one replacement per appointment.
- 4.6 No replacement guarantee will be eligible in the event that the engagement subsequently terminates under a temporary to permanent transfer fee.
- 4.7 There must be no amounts outstanding by the Client to the Agency at the date of such notification.

5 SUITABILITY AND REFERENCES

The Agency will act with reasonable care to ensure the reasonable standard of skills, integrity and reliability required from the Applicant and will obtain proof of their identity but the client should take such steps as it deems necessary to satisfy itself as to the suitability of the Applicant. This will involve taking up any references provided by the Applicant and/or the Agency before engaging the Applicant. Also, the Client will be responsible for arranging medical examinations or investigating into the medical history of the Applicant and obtaining work or other permits and satisfying any medical or health and safety legislation required by law.

6 LIABILITY

The Agency shall not be liable under any circumstances for any loss, damage or expense suffered or incurred by the Client arising from or in any way connected with the Agency seeking an Applicant for the Client or the introduction by the Agency to the Client of any Applicant or the Appointment of any Applicant by the Client.

Fees

17.5% where the salary is up to £17,000

18.5% where the salary is between £17,001 - £23,000

19.5% where the salary exceeds £23,001



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