



# **10 QUICK TIPS: YOUR CONTRACTOR SUPPLIER CHECKLIST**

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*ten*live®

**PROVIDING PEOPLE POWER**

**Contract hiring remains strong in the Australian oil and gas sector and is set to increase in 2015**, in sharp contrast to permanent hiring. With continuing skills shortages and hard-to fill roles oil and gas companies in Australia are ever more turning to contractor agencies to fill their contractor skills gaps.

**Use Our 10 Quick Tips Checklist To Assess Whether You Are Really Getting Value From Your Current Contractor Supplier**

What You Should Expect From A Great Contractor Agency	Score (Out of 10)
<p><b>1.Understand Who You Are</b></p> <p><b>Do they really take the time at the outset to understand your company?</b></p> <ul style="list-style-type: none"> <li>- Your size, history, key markets, culture, mission, goals, structure, team, culture, brand values, USPs, greatest challenges, threats and opportunities?</li> <li>- Your competitors and what makes you different? Why would people want to work for you?</li> </ul>	
<p><b>2.Demonstrate Market Knowledge</b></p> <p><b>Do they understand the key markets you operate in and the challenges you face?</b></p> <ul style="list-style-type: none"> <li>- Do they understand the tough challenges that you face in attracting and retaining top talent and the specific resource shortages that exist in key skills sets in your markets?</li> <li>- Do they <b>continually monitor markets</b> and keep YOU updated of market developments?</li> </ul>	
<p><b>3. Demonstrate Contractor Recruitment Expertise &amp; Success</b></p> <ul style="list-style-type: none"> <li>- Can they provide the <b>full spectrum of resourcing solutions</b> - highly-specialised, in-demand, skilled, unskilled, senior executive to blue-collar, individual to full project teams <u>and</u> <b>mobilise resource quickly to other locations across the UK and globally?</b> Can they provide evidence of past contractor successes and volume/scale up resource quickly?</li> </ul>	

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<p><b>4.Understand The Contractor Skills You Really Need</b></p> <p><b>A great agency will not just provide you with a ‘quick fix’ contractor solution</b></p> <p><b>-Do they probe and drill down to identify the skills you really need</b> for the contractor role? Do they take the time to really get to grips with <b>your short and long terms contractor skills gaps?</b></p> <p><b>-Job specification:</b> Main duties &amp; responsibilities? What skills and experience are necessary - organisation or sector specific? How may the role develop? Remuneration, training, processes &amp; timescales for the contractor role?</p> <p><b>-Personal attributes:</b> What personality type and skill set is necessary for the role</p>	
<p><b>5.Target Only The Right People For the Contractor Role</b></p> <p><b>Will they go beyond the norm to get the right contractors for your business needs,</b> particularly in contractor roles where there are severe skills shortages?</p> <p><b>-Do they target passive candidates</b> in addition to job applicants the use of and contractor databases to find you the best person for the role?</p> <p><b>-Do they employ leading-edge industry resourcing social media practices and technologies?</b></p> <p><b>-Do they really know their contractors?</b> Do they conduct in-depth interviews to really understand the contractor’s suitability for the role, their professional background and experience, their expectations and ambitions, their motivations and their personal responsibilities and issues?</p>	

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<p><b>6. Shortlist Only The Best</b></p> <ul style="list-style-type: none"> <li>- Do they <b>ONLY</b> put forward a limited shortlist of best-match contractors relevant to the job?</li> <li>- Do they <b>really brief their contractors</b> in advance of interview about the role and package, your company and expectations and future potential of the role?</li> <li>- Do they <b>ALWAYS</b> ask contractors permission to send CVs?</li> </ul>	
<p><b>7. Develop A Great Client-Agency Relationship And Keep You Informed</b></p> <ul style="list-style-type: none"> <li>- Do they <b>work within tight timescales to get fast results for you and keep costs down?</b></li> <li>- Do they <b>continually keep in touch and update you</b> throughout the entire contractor recruitment process?</li> <li>-Do they <b>continually keep update contractor candidates</b> also?</li> <li>-Do they <b>represent your brand</b> well and positively promote your company to contractor candidates?</li> <li>-Do they <b>respond quickly</b> to changes in your contractor requirements <u>and</u> still deliver within timescales?</li> </ul>	
<p><b>8. Quality &amp; Service Excellence</b></p> <ul style="list-style-type: none"> <li>- Do they have a <b>Quality Management System in place?</b> Is this <b>backed up by world-recognised certifications</b> - ISO 9001:2008, ISO 14001: 2004 Environmental Management, OHSAS 18001: 2007 Health &amp; Safety Management?</li> <li>- Are they <b>100% legally compliant</b> -operational and financial – with all relevant insurances in place?</li> <li>- <b>How do they score for excellence in external Legal &amp; Compliance, Client Services &amp; Processes audits?</b> Are they committed to continuous improvement?</li> <li>- Are they procurement specialists and <b>Achilles</b> and <b>SourceUK</b> registered ?</li> <li>-What sort of <b>service excellence commitments</b> do they offer you (and candidates), if any?</li> <li>- Do they <b>track client and candidate satisfaction</b> and use these insights as drivers for continuous improvement and as skills development tools?</li> <li>- Are they an <b>REC</b> member? The only UK body committed to raising standards and highlighting excellence throughout the recruitment industry</li> </ul>	

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<p><b>9. Provide Added-Value Services</b></p> <ul style="list-style-type: none"> <li>-Does your agency take the hassle out of the paperwork side of hiring contractors by providing a <b>full in-house payroll and HR contractor support service</b> including payroll and invoicing, tax, pensions, legal advice, visa, relocation and settlement support?</li> <li>- Do they offer you a <b>commitment of 100% accuracy of invoicing &amp; on-time payments?</b></li> </ul>	
<p><b>10. Look After Your Contractors On The Job</b></p> <ul style="list-style-type: none"> <li>-Once your new contractor has started in their role, will they <b>continue to work with you to ensure your contractors settle well</b> and keep them informed of any contractor-related issues e.g. provide contractor workshops on latest legislative changes?</li> </ul>	
<b>Total Score (Out of 100)</b>	

**How Well Did Your Contractor Supplier Score?**

**What Areas Did You Identify For Improvement?**

# Ten Live Award-Winning Contractor Resource Solutions

## A Resourcing Company Totally Focused On Its Customers

Our mission statement: 100% client service excellence for all our clients, candidates & contractors across all sectors

## Our Added-Value Services To You

- Over 40 years' combined experience in contracting resource solutions
- Contractor sourcing and supply: we work in strategic partnership with you to help you develop your business by providing added-value resourcing solutions and by attracting the right contractors to help you achieve your goals
- Contractor volume and peak sourcing: capacity to mobilise resource quickly to other locations across the UK and globally
- Immediate access to a UK and global pool of contractor skills in the energy, engineering, manufacturing, supply chain logistics, telecoms and rail sectors
- Contractor management and retention
- Full spectrum contractor resourcing solutions: from blue-collar to senior executives, from individuals to full project teams
- One of the most highly-experienced, skilled and well-respected teams in the country in resourcing, payroll, finance, project management
- Our recruiters will go beyond the norm to ensure we only source the right contractors for your business
- Client base and preferred supplier to leading FTSE 100, blue-chip global companies, national and local SME companies
- Leading-edge industry resourcing social media practices and technologies
- QMS Service Provision: endorsed by world-recognised certifications ISO 9001:2008, ISO 14001: 2004 and OHSAS 18001: 2007
- Full in-house payroll and HR contractor support services, visa provision, and medical and relocation assistance
- Commitment to 100% accuracy of invoicing and on-time payments
- 100% excellence in external Legal & Compliance, Client Services & Processes in 2013 & 2014 audits
- 100% legally compliant and fully-insured services
- Legislative and compliance updates, free to our clients
- Market monitoring service and up-to-the-minute industry whitepapers, free to our clients
- REC (Recruitment and Employment Confederation) Member

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