

**Adecco**



## FAQs – Frequently Asked Questions

**Pre-UAT Engagement Workshop -  
7<sup>th</sup>/8<sup>th</sup> August**





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# General Process & System Use

**Q: What changes are happening?**

A: As of 1<sup>st</sup> September 2025, Adecco will replace Reed as your MSP (Managed Service Provider) With this change of partner comes new technology platforms that will support recruitment processes for Casual Worker and general MSP hiring.

**Q: Who was involved in the tender process for selecting Adecco as the new provider?**

A: A mix of procurement staff and representatives from schools and departments were involved.

**Q: What systems are being introduced?**

A: Two technologies will be used as part of one overall solution. VectorVMS is a vendor management system, similar to the currently used XMS, and it will be used for raising requests and producing payment to workers. Planbition is a scheduling and planning tool that will be used for the management of most Casual Worker assignments.

**Q: Who needs to use the new systems?**

A: All managers hiring casual or temporary workers.

**Q: Will training be provided?**

A: Yes. Training will be delivered via live sessions (on campus and online), with follow-up materials like guides and videos. One-to-one support is also available.

**Q: What if I or one of my workers can't attend the system training?**

A: No problem. Training materials will be available following the official training sessions being completed. Materials such as PDF user guides, training recordings and access to one-on-one training with the Adecco team will be available to all users. Access details for the storage area will be provided in due course.

**Q: Will all my current Reed workers transition to Adecco, or do I need to request them again?**

A: Any MSP/temporary, or casual worker who has worked at Sussex through Reed since the beginning of June will automatically be invited to transition to Adecco. There's no need for you to re-request these workers.

**Q: What does MSP stand for?**

A: Managed Service Provider – in this case, Adecco.

# **Hiring & Onboarding**

## **Q: How will my job order be approved?**

A: Job order approvals are managed within Vector VMS, with distinct workflows in place for Casual and Temporary worker requests. This ensures fast, efficient processing of all role requirements. Automated email notifications are sent to everyone involved in the approval chain, keeping all stakeholders informed in real time.

## **Q: Do I still need to follow the RTF process for Casual Workers?**

A: No. The Vector VMS system has been designed to streamline and improve efficiency within approval workflows. For casual workers, we've simplified the process to a single-step approval. Once you submit a requisition in Vector VMS, an automated request will be sent to the budget holder for approval. Once approved, Adecco can proceed with fulfilling your requisition.

## **Q: Can we include custom documents in the onboarding process?**

A: Yes. Documents like conduct or confidentiality agreements can be added.

## **Q: How do I engage a new Casual Worker prior to Adecco's system being live (18th–31st August)?**

A: If you wish to engage a new Casual worker before the system is live, please contact Adecco at [universityofsussex@adecco.co.uk](mailto:universityofsussex@adecco.co.uk)

## **Q: When I raise a new requisition in Vector, can I request a pre-identified worker?**

A: Yes. The system allows you to specify a pre-identified worker, and there will be a designated section for you to enter their details during the requisition process.

# **Scheduling & Shift Management**

**Q: Can I target my vacancy/event to Student Casual Workers with specific experience or qualifications?**

A: Yes, absolutely. Each casual worker can be tagged with relevant skills and qualifications in the Planbition system. This means that when you advertise a shift to the wider worker pool, only those who match the required criteria will be able to view and apply for the role.

**Q: Can workers swap shifts within Planbition?**

A: No, shift swapping is not supported within the Planbition app. However, Adecco will manage this process. Workers can cancel their shifts directly in the app, which will notify Adecco/Hiring Manager that the shift needs to be backfilled. Adecco will then work with the hiring manager to fill the vacancy with a suitable and available casual worker.

**Q: How can I ensure my Casual Workers are available to support my events?**

A: Casual workers—primarily Student Ambassadors—manage their own availability within the Planbition system. This allows hiring managers to book shifts based on when workers have marked themselves as available. To secure a specific worker for your event, we recommend making the booking as soon as the work is confirmed. Please note that workers can update their availability at any time and may mark themselves as unavailable, even for dates previously discussed.

# Payments & Timesheets

**Q: How are workers paid?**

A: All workers are paid weekly.

**Q: How do workers submit timesheets?**

A: - Timesheets will be submitted through both systems, depending on the worker type:

Casual Workers: The majority will submit their timesheets via the Planbition system. A small number will enter their hours in Vector—this will be clearly communicated during training.

Temporary Workers: All timesheets will be submitted through the Vector system.

**Q: My Casual Worker works remotely and isn't assigned to a specific site, so they won't be able to submit hours via Planbition's geofencing functionality—how will they record their time?**

A: We will provide them with access to enter their hours directly into Vector VMS for approval. This ensures their time is accurately captured and processed, even without geofencing functionality.

**Q: What happens if my Student Ambassador reaches their destination but doesn't have mobile signal? Wouldn't that prevent the geofencing feature from working properly?**

A: If this occurs, the worker can contact the Adecco team by phone. A team member will manually record their hours on their behalf to ensure accurate timekeeping.

**Q: How will my workers process travel time and expenses?**

A: Workers will be asked to submit their claims to the Adecco team, who will then input them into Vector. This will trigger an approval request (in Vector) for the relevant hiring manager to review and approve.

**Q: Can I pay a one-off fee to a PAYE Casual Worker instead of an hourly rate?**

A: We are currently working through the process and appreciate your patience as we progress. Further detail will follow in due course.

# **Compliance & Reporting**

**Q: Will we have access to reporting tools?**

A: Yes. Real-time reporting is available in the system, with departmental insights via Power BI.

**Q: How can I check the pay and charge rates for my workers?**

A: Hiring managers will have real-time access within the system to view pay and charge rates for workers assigned to them. In addition, comprehensive reporting on this data will be available to support informed decision-making

**Q: What if we need timesheets for audit purposes (e.g. research grants)?**

A: Timesheets will be accessible. Specific needs can be discussed to ensure compliance.