Adecco

Manager Handbook

University of Sussex

Contents

Adecco

We are the world's leading workforce solutions company, offering flexible placement, permanent placement, outsourcing and managed services across all sectors.

At Adecco, we believe in the potential of people. We deliver the right talent capabilities at the right time, enabling flexibility and agility for clients. Our global scale, local knowledge, and 'always-on' approach matches the best candidates across a wide range of office, industrial and service sector roles. As a career partner, we support the employability of our Associates and are committed to their success.

A message from the University of Sussex

The University of Sussex is excited to work with Adecco as the only provider of temporary and casual workers across the organisation.

Working in partnership, the University & Adecco are committed to providing hiring managers with a more efficient, simple and streamlined way of hiring workers, alongside growing the casual talent pool and improving access to quality candidates across a range of specialisms.

You should find everything you need in this handbook, however the Adecco team are always happy to support with any questions you have.

Jodie Trumper

Deputy Director of Human Resources

Adecco Temporary & Casual Workers

Hello and welcome to Adecco

This guide has been developed to introduce Adecco as the University's appointed Managed Service Provider for temporary and casual staffing. It provides practical guidance on all aspects of the service, including the placement, management, and optimisation of your temporary and casual workforce.

Adecco offers comprehensive support for all temporary staffing needs, combining advanced technology platforms, robust compliance processes, and a high-touch account management model. Our services include tailored skills assessments, strategic workforce planning, and market intelligence to help fill niche and hard-to-source roles efficiently.

We understand the importance of finding the right people to support your teams. Whether you require temporary staff for peak academic periods or casual workers from the Talent Pool, Adecco provides flexible, scalable solutions aligned with the University's values and strategic goals. Our consultants are specialists in higher education recruitment and have deep knowledge of the Sussex landscape, ensuring access to the best talent locally and nationally.

Account Team

Adecco

Your Adecco Team

Senior Account Manager Nathan Derby

Recruitment Business Partner Richard Buttifant

On-Campus Support and Specialist Recruitment

Our dedicated local account delivery team is based on campus, offering hands-on support to both you and your workforce.

To ensure the highest standards in recruitment, industry-aligned specialists are embedded within our account management structure. This enables us to source top-quality talent for roles across the University of Sussex—delivered efficiently and without compromise.

Contact us

📞 TBC

✉ universityofsussex@adecco.co.uk

🕐 Adecco team hours of work
Monday – Friday 08:00 – 17:30

🖥 www.adecco.co.uk

Temporary Worker Services

The Recruitment Process

Our temporary recruitment service covers the complete end to end recruitment process.

How to make a request?

- To request temporary or casual workers, please initiate a new requisition via Adecco's Vector VMS platform – **https://login.peoplefluent.eu.com**

What happens next?

- Your requisition will be routed through the University's established approval chains, with full visibility available in Vector VMS. Once approved, the Adecco account team will assess the role to determine whether it can be filled via the casual worker talent pool, directly by Adecco or one of our sister brands (e.g., Office Angels), or if support from a Supply Chain partner is required. An introductory meeting will then be scheduled to walk you through the next steps and ensure all necessary details have been accurately captured in the requisition.

Attraction and Sourcing

- Adecco or our supply chain partners will oversee the entire selection process.
- Once suitable candidates are identified, they will be submitted to you via the Vector VMS system for your review.

Interviewing

- Following the candidate review, an interview process will be agreed and fully managed within the Vector VMS system. Interview formats may include remote interviews, face-to-face meetings, and testing or assessments

Aftercare

- A first-day check-in call will be arranged for both hiring managers and workers. Adecco will remain in regular contact throughout the assignment to conduct ongoing reviews. Please direct any issues or concerns to your Adecco Account Team.
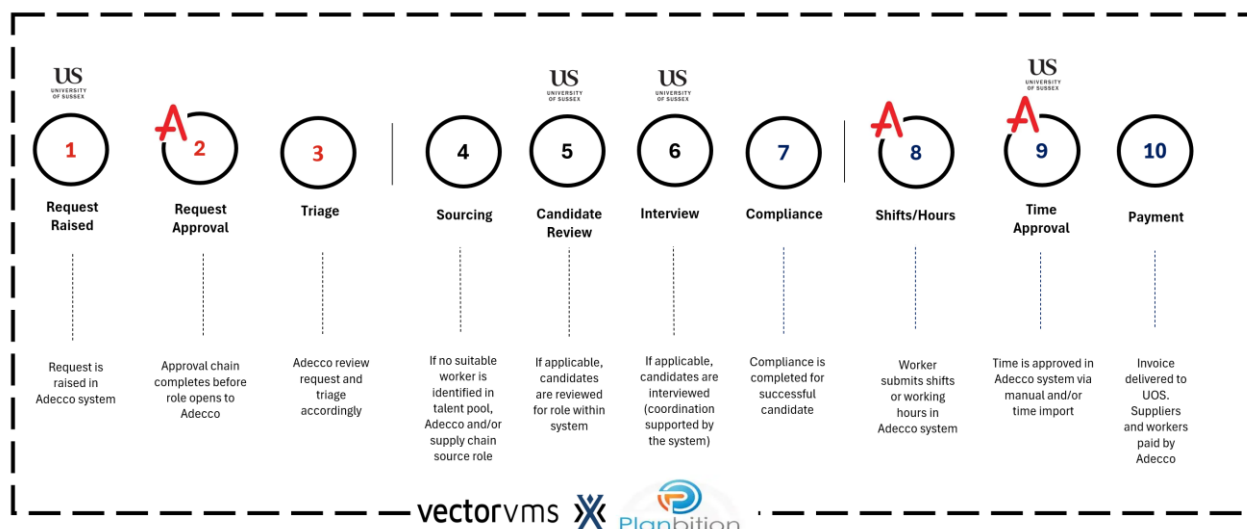
Managing Assignments and Approving Timesheets

Assignments and timesheets for temporary workers are managed within our technology platform, Vector VMS. This includes reviewing assignments and approving timesheets.

- You can manage assignments in Vector VMS for all workers, this includes extending assignments nearing their end and triggering off-boarding for those workers who have finished their assignments.
- Timesheet approvers can access Vector VMS here.
- Timesheets must be approved no later than 5pm each Monday to ensure that your temporary workers receive payment that week on Friday.

Requisition to Pay process

1	2	3	4	5	6	7	8	9	10
Request Raised	Request Approval	Triage	Sourcing	Candidate Review	Interview	Compliance	Shifts/Hours	Time Approval	Payment
Request is raised in Adecco system	Approval chain completes before role opens to Adecco	Adecco review request and triage accordingly	If no suitable worker is identified in talent pool, Adecco and/or supply chain source role	If applicable, candidates are reviewed for role within system	If applicable, candidates are interviewed (coordination supported by the system)	Compliance is completed for successful candidate	Worker submits shifts or working hours in Adecco system	Time is approved in Adecco system via manual and/or time import	Invoice delivered to UOS. Suppliers and workers paid by Adecco

vectorvms Planbition

Adecco   Adecco.com   Sussex Hiring Manager touch points.   Additional Adecco support to ensure process traction

Casual Workforce Solution

Adecco will take responsibility for recruiting and onboarding your casual workforce, while you'll have access to manage and schedule assignments through our talent pool management system, Planbition.

How to make a request?

- You will submit all your temporary and casual requests by raising a new requisition in Adecco's Vector VMS platform. https://login.peoplefluent.eu.com

What happens next?

- Once submitted, your requisition will follow the University's established approval process, which you can track within Vector VMS. After approval, the Adecco account team will triage the request to gather full details—such as whether a named worker has been identified and the nature of the role (e.g., Student Ambassador, Academic). An introductory meeting will then be arranged to walk you through the next steps and confirm that all required information has been accurately captured

Onboarding

- Full management of the onboarding process. Adecco will fully manage the onboarding process, including right to work checks, Tier 4 visa verification, and DBS requirements. Once onboarding is complete, the Adecco account team will notify you that your workers are ready to be scheduled in the Planbition system (if applicable). https://universityofsussex.planbition.co.uk/

Scheduling

- If applicable, you'll be able to schedule casual workers, such as Student Ambassadors, within the Planbition system.

Aftercare

- A first-day check-in call will be arranged for both hiring managers and associates. Adecco will stay in regular contact throughout the assignment to carry out periodic reviews. Please raise any issues or concerns with your Adecco Account Team.

Managing Assignments and Approving Timesheets

Timesheet processing for casual workers is managed through a combination of our Planbition and Vector systems. The Planbition system, which includes geo-fencing functionality, will be used for most student ambassadors.

Planbition:

- You will schedule your casual workers in the Planbition for their shifts which will then notify your workers.
- Workers must log their start and end times using the Planbition mobile app while physically present at their work location. Timesheets are automatically validated via geofencing and submitted for payment.

For those undertaking ad hoc project work from undefined locations, as well as academic casual workers, timesheets will be processed via the Vector system.

Vector:

- You can manage assignments in Vector for all workers, this includes extending assignments nearing their end and triggering off-boarding for those workers who have finished their assignments.
- Workers will record their hours in the Vector VMS system, which will automatically trigger an email notification to managers for timesheet approval within the platform.
- If there are exceptions where casual workers have submitted more hours than they were scheduled this will be flagged to you Monday morning for your review.

If you require further support using our systems, please do not hesitate to contact us on universityofsussex@adecco.co.uk.

Requisition to Pay process – Shift Scheduling
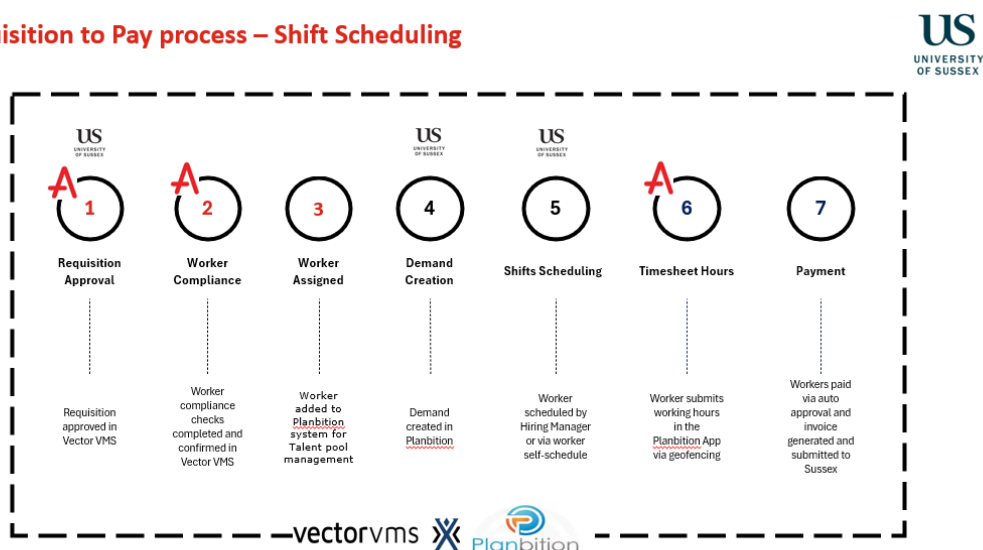
Pre-Employment Screening

Our temporary recruitment service covers the complete end to end recruitment process. Starting with attraction and sourcing through to management of the selection process including skills matching, testing and interviewing and for successful Candidates, the obtaining of required references. Additionally, the following checks are carried out

- Proof of identity and eligibility to work
- Employment history review and experience discussion
- Criminal record checks (where required).

If you have any queries regarding the vetting of a new or existing temporary worker, please contact the Adecco Account Team who will be able to support.

Charge Rates

The charge rates are set within the contract meaning that, once the agreed rate of pay has been agreed, no further financial negotiations are required. All charge rates are reported centrally and are managed as part of the contract governance process.

Pay and charge rates can be found within the Vector VMS system. If you need any further assistance with this, please reach out to universityofsussex@adecco.co.uk.

Travel & Expenses

Submitting Travel Time, Costs, and Expenses

Where expenses—including travel time and costs—have been pre-approved by the University, temporary and casual workers may submit these to the Adecco account team by completing the online form available [here](#).

Once submitted, the Adecco team will upload the expense details into the Vector VMS system. The timesheet approver will then be required to review and approve the entry before it is processed for payment.

Data & Reporting

You will have access to real time reporting within the Vector VMS system that can give you full visibility of spend, current assignments, pay & charge rates etc.

If you require support in getting these reports setup, please contact the Adecco account team who would be more than happy to walk you through this.

Health & Safety Overview

Health and Safety Responsibilities – University of Sussex Agency Workers

When the University of Sussex engages an agency-supplied worker, both the University and the agency share a legal responsibility to safeguard the health and safety of that worker.

In accordance with Health and Safety legislation, the University must provide Adecco with details of any potential risks associated with the role, along with the measures in place to manage those risks—prior to the assignment start date. Adecco is responsible for ensuring that this information is communicated to the worker, and all parties must confirm that the risks and control measures are clearly understood.

• Health and safety statements for relevant roles have been provided by the University of Sussex to Adecco.
• Please note: agency workers remain under the supervision, direction, and control of the University at all times.

For further information, please contact us.

Manager User Guide
Updated August 2025

For any additional support on items referenced within this guide, please contact your Adecco representatives.

Administration & Delegation

1. To access your administrative settings, hover the cursor over your name in the top right corner of the Home dashboard and select **My Account**
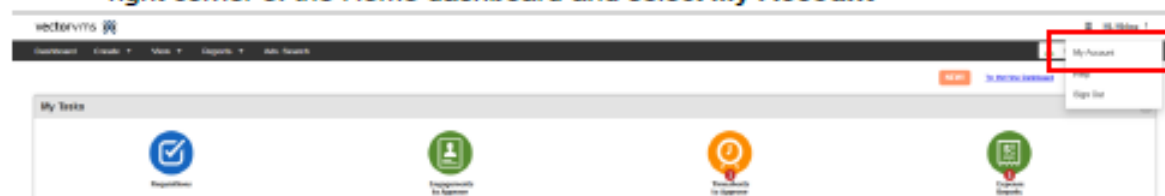
2. In this section you can edit any settings attributed to your account, by clicking into the headers and using the **Edit** function in the bottom right corner of the page. You can also create **Time / Expense Alternate Approvers** in the tab **Region Settings**
N.B if you have access to more than one region, please ensure you are editing the correct details

👤 **User Information**

Hiring Manager (226012)

User Detail	Region Settings	User Attachments	Localisation Settings

Alternate Approver:

Continue sending Approval emails to original approver: No

Time/Expense Approver: Yes

Time/Expense Alternate Approver:

Continue sending Time/Expense Approval emails to original approver: No

Proxy Time/Expense Entry: No

Creating a New Requisition

1. From the Home dashboard, select **Create** on the toolbar and select **Contingent Requisition**

2. Select either Casual Workers or Temporary Workers from the region drop down.
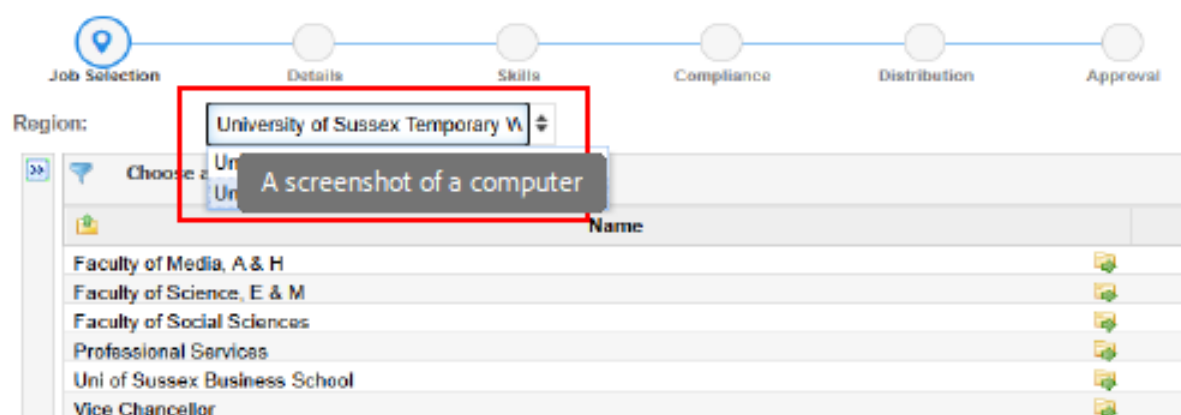
3. Select the folder icon to drill down to the next level in your chosen division/business area.
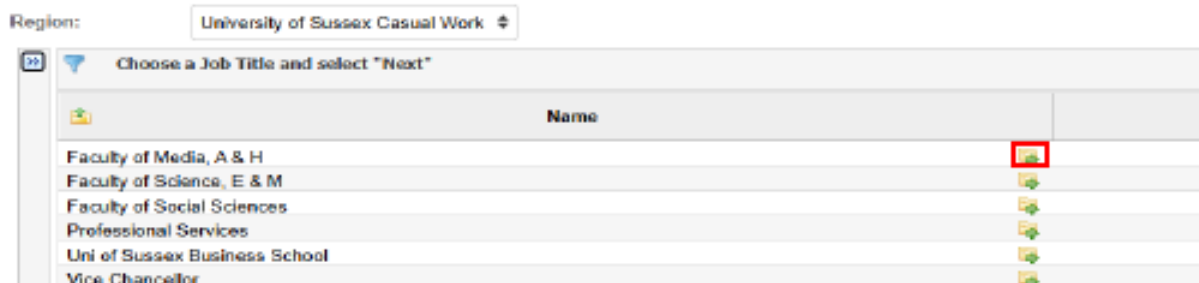
4. Select a role by clicking the green '+' to the right of the job title.
   N.B You can also search for a role using the search bar to the top right of the list.

5. Complete all mandatory fields, identified by a red dot.
   N.B – for guidance answering the question "What is the Reason for the Role?"
   Please refer to the last page of this guide.

   Once this page has been completed, select "Next".
   Please do not select "Submit Now"

6. Use this page to note any required skills (this is optional). Then select Next at the bottom right of the page.

7. You must select the correct level of compliance. Select the panel Icon on the right.

8. Use the tick box layout to select the correct level of compliance required for your role. Then select next.

9. Finally, the role must be submitted for approval. Add any approval justification comments and attachments including any relevant budget approval emails or documents. *NB you can also use the attachments section to add a list of names if your request is for multiple heads and you require multiple casual workers to be made available in Planbition.*
Then submit the role for approval.

Reviewing Candidates

1. When a new candidate is submitted, they will appear on the Home dashboard, in the bottom left sector titled **Current Activity > New Candidates.**

Or You can also view them by scrolling to the top toolbar and clicking
View > Contingent Requisitions, then selecting the requisition by selecting the **Requisition Title**

A close-up of a black and white bar

AI-generated content may be incorrect.

2. Navigate to the tab named

Requisition

Student Ambassador (126885)

| Job Selection | Details | Skills | Compliance | Candidates | Reference | Approval/History |

Reset View | Save View | Show Filters | Export

[No Title]

3. By selecting multiple candidates, you will be able to use the **Compare Candidates** function in the bottom right corner

4. To view further specific information on a particular candidate, click on the candidate's name to access their record, and navigate through the tabs to view more details.

5. Use the clipboard icon to take action on the candidate.

[No Title]

5a. To *reject* the candidate, click **Reject** and select the appropriate reason. Click **Save**.

5b. To *interview* the candidate, click **Interview**. Click **Add Interview Option** and complete the mandatory fields. Click **Add Another Option** to add multiple slots, and when complete click **Submit**. This request will be sent to Adecco to confirm with the candidate, and you will be notified when an interview slot has been confirmed.
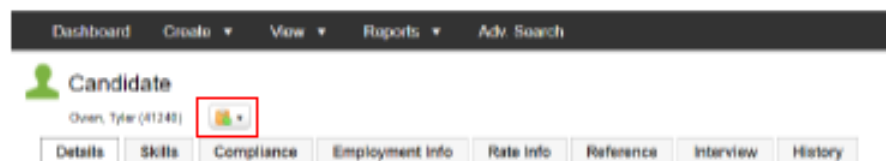
Requesting an Engagement

1. Locate the candidate by navigating on the Home dashboard toolbar, and click **View > Contingent Requisitions.** Select the requisition by selecting the Requisition Title

2. Navigate to the tab named **Candidates**

3. Click on the Candidate Name to view their details

4. Use the clipboard icon to take action on the candidate.

5. To make an offer to the candidate, click **Request Engagement.**
Complete the comments field as appropriate and click **Send.** This request will be sent to Adecco to confirm with the candidate, and you will be notified if the offer is accepted. *NB: you can complete this step with or without completing an interview as determined by your business process.*
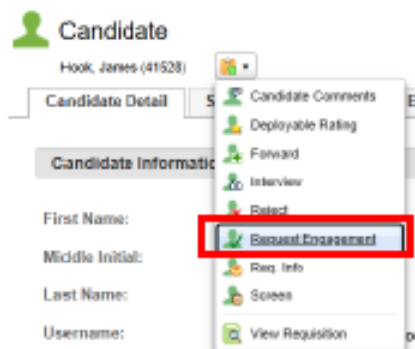
Approving Time (For non-shift-based workers only)

1. When a worker submits a timesheet, you will be notified of this via email and on the Home Dashboard

2. To view the Timesheet, click either on the link in the email, or on the widget within the system.

3. Review the details of the timesheet.
   (This includes checking the hours/days worked are correct, they are against the correct billing rule i.e Standard Hourly Rate, Bank Holiday, etc.)

   Once checked, click **Approve** or **Reject** in the bottom right corner as applicable.

   NB: if Rejecting the timesheet, please ensure you add comments to the timesheet to advise the worker of the reason for rejection.

Extending An Engagement

The system will notify you when a contractor's engagement is due to end. To extend the engagement of a worker in your team, follow the steps below:

1. Navigate to **View** and then **Engagements.**

2. Select the correct worker from the list by clicking on their name.

3. On the next screen, use the clipboard icon to **Extend Engagement.**
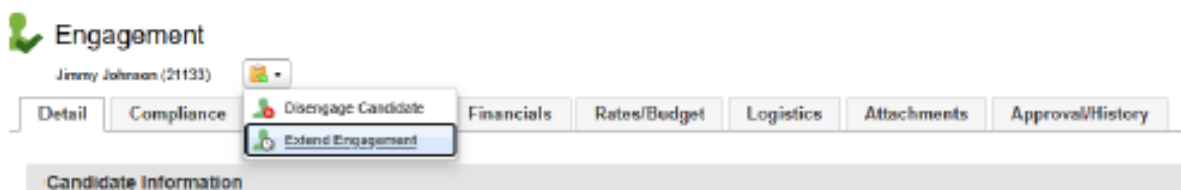
4. Enter the new/amended date for the worker's contract to run until.

[No Title]

5. This will send a notification to the Adecco team who will make contact to discuss extending the worker either directly or via the worker's supplier

Disengaging A Worker

1. Navigate to 'View' and then 'Engagements'

2. Select the correct worker by clicking on their name

3. On the next screen, use the clipboard icon to 'Disengage Candidate'

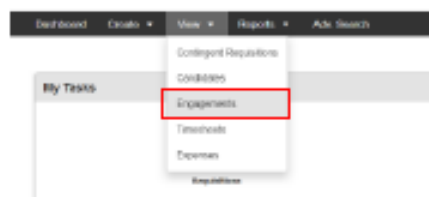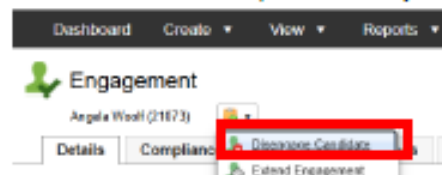

4. This will send a notification to the Adecco team who will make contact to discuss either directly or via the worker's supplier

Guidance for Answering "What is the Reason for the Role?" When raising a new requisition

- **Vacancy – Long Term Sick Leave & Vacancy – Short Term Sick Leave**
  These are to be used when the worker is covering the absence of a substantive post holder due to long or short-term sickness.

- **Vacancy – Parental Leave**
  This is to be used when the worker is covering the absence of a substantive post holder due to them being on Parental Leave.
  Example- Maternity, Paternity, Shared Parental, Neo Natal Care, Unpaid Parental Leave

- **Vacancy – Cover for a Secondment**
  This is to be used when the worker is covering the absence of a substantive post holder due to them being seconded into a new fixed term role.

- **Vacancy – Temporary cover for pending direct replacement with University of Sussex**
  This is to be used when the worker is covering the interim period of a new direct appointment joining us at Sussex.
  Example - Your new hire must work three months' notice with their current employer before joining Sussex, so you require a temporary worker for these 3 months.

- **Vacancy – Additional Seasonal Resource**
  This is to be used when additional resource is needed to perform duties only required at certain points of the year.
  Example - Exam Invigilators are only engaged during exam season, not year-round.

- **Vacancy – Student Activities**
  This is to be used when Student resource is needed to perform duties throughout the year. Example- Graduation, Clearing, Welcome Week, Open Days.

Manager User Guide
Updated September 2025

For any additional support on items referenced within this guide, please contact your Adecco representatives.

Setting and Adjusting Demand

1. To access the demand option, click on the menu icon in the top left corner of the Homepage and select 'Schedules'.

2. In this section by clicking onto the arrows as illustrated below you can expand the view to display the departments and shifts. You can also change the week which you are viewing by pressing on the backwards or forwards arrows next to the date.
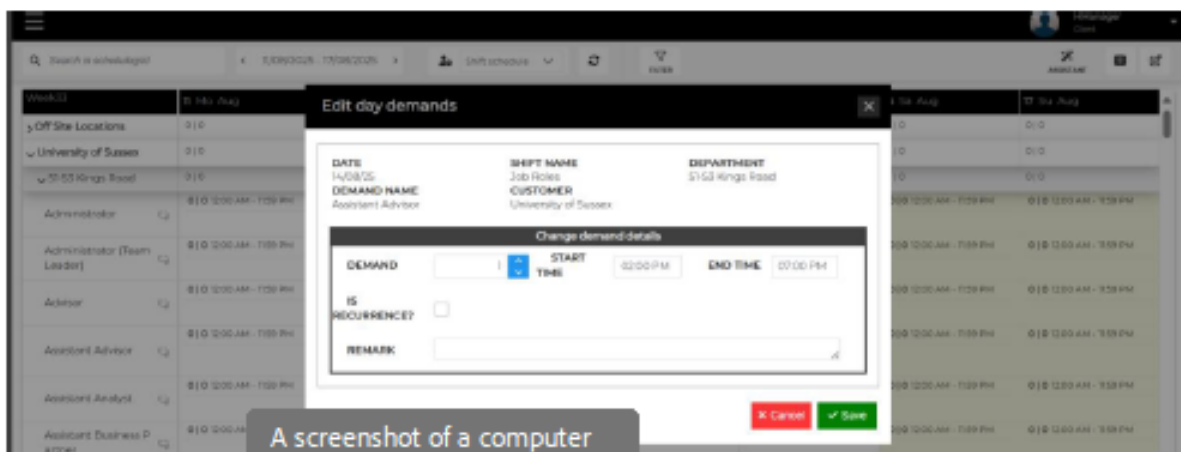
3. Identify the shift and date which you require the demand to be set against. To open the demand menu, press on the left number 0 for the corresponding shift and day.

4. The demand can be adjusted from 0 to your required number then press request.

A screenshot of a computer

AI-generated content may be incorrect.

1. Once the demand has been requested it will be displayed in the schedule as illustrated below in red. This is because the demand has been set at 1 and has not yet been fulfilled.

2. To assign a worker to a shift, use the 'Assistant' button in the top navigation bar (identifiable as a magic wand icon) and select from available workers. You can search for tags/qualifications in this view by using the 'cog' icon to open more filters.

3. Note that in this same 'Assistant' section, you can also search workers by cost code and department to ensure the correct cost is allocated to the correct department

4. Note that in this same 'Assistant' section, you will also be able to filter 'hours worked this week' and see whether workers with a Visa qualification tag are nearing their weekly hour limit. This will help you to schedule accordingly whilst remaining compliant

5. When a worker has been assigned to the shift the workers surname will be shown. The shift will no longer be red as the demand has been fulfilled. If the demand is for multiple workers, the shift demand will remain red until all demand has been fulfilled

Frequently Asked Questions

Escalation Process for Issues:

If you encounter any issues, please follow the escalation process below:

Primary Contact

Richard Buttifant – Recruitment Business Partner

Email: richard.buttifant@adecco.co.uk

- Acknowledgement within 24 hours | Resolution within 24 hours

Secondary Contact

Nathan Derby – Senior Account Manager

Email: nathan.derby@adecco.co.uk

- Acknowledgement within 24 hours | Resolution within 3 days

Final Escalation Point

Jess Hardie – Client Services Director

Email: jess.hardie@adecco.co.uk

- Acknowledgement within 24 hours | Resolution within 5 days

What do I do if a worker does not arrive for work?

Workers are instructed to contact Adecco prior to their start time to notify us if they are not going to attend work and the reason for their absence. If you haven't heard from Adecco and your worker has not arrived, please contact your Adecco Account Team.

What do I do if the timesheet by my Temporary Worker submitted is incorrect?

Via Vector VMS you can approve and reject timesheets. Rejected timesheets are sent back to the worker to review and make changes if necessary.

How will my job order be approved?

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.

Do I still need to follow the RTF process for Casual Workers?

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.

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

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.

Can workers swap shifts within Planbition?

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.

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

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.

How are workers paid?

All workers are paid weekly.

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?

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.

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

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.

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?

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.

How will my workers process travel time and expenses?

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.

Will we have access to reporting tools?

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

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