

Candidate Information

Welcome to Mando Solutions. We are an employment business specialising in supplying skilled labour and mobile plant operators to all industries in the UK.

Our team of consultants will endeavour to find an appropriate placement for you and will discuss this with you.

If a placement is agreed the following information is important:

1. Confirmation of Placement

You will receive a confirmation text with all the details of your placement before you start work. This confirms information such as the Client name, full site address, site contact name and number, type of work, start time, expected duration, hourly rate, emergency contact number, required actions such as noting machine number, taking PPE and CPC card to site, getting timesheets signed and general terms and conditions.

When you receive this, please confirm by calling / texting us back that you have received all information and will attend the placement.

2. On the Day of Work

We will contact you on the first morning of your placement to ensure that you have arrived on site ok.

3. In the Event of an Emergency

If you encounter problems on site, will be late or unable to make it to site then you must let us know immediately on the main telephone number (01908 372371) or, if out of hours, on the emergency number provided in your confirmation text.

This enables us to notify our Client at the earliest opportunity as well as provide you with help and support as appropriate in the circumstances.

4. On site / Working

Every site is different with different client requirements, and we will communicate minimum expectations to you prior to commencing any work.

When you are working on any site, you are working as a representative of Mando Solutions Ltd, therefore, the following expectations apply:

Remain courteous and professional at all times.

Adhere to start times, break times and finish times in line with client requirements.

Maintain machinery to the standard supplied and ensure any concerns about machines / site safety etc are highlighted before starting work, in line with client H&S / Risk Assessment / Induction Policy

Complete any paperwork as required by your site foreman prior to leaving site.

If you are asked to provide a Machine ID for payroll, please ensure this is clearly written on your timesheet or called through to the office. If you change machines during the week, you must tell the office and note on your timesheet.

Ensure you have fully functional, adequate standard PPE sufficient to safely complete your work. Notify Mando Solutions immediately if you are unable to fulfil any part of the role due to PPE Equipment issues.

If you have any concerns or issues on site regarding anything with Health and Safety, Risk Assessment, Conduct, Hours, Timesheets, Pay etc, please direct your query in the first instance to your consultant who will work on your behalf to understand the problem and communicate with the Client.

5. Notice Periods

Whilst every effort is made to keep you in regular work, and to ensure that any placements you are assigned to will run for the duration of the original booking, the nature of our business means that from time to time the end date of your placement may vary.

We have no control if our clients amend the dates of the assignment and therefore this means that you should be aware of this variable when accepting any placements.

We will always endeavour to give you as much notice as possible that a placement is ending early, or even if a placement is being extended. We aim to provide you with at least 12 hours notice, but sometimes this is not possible if you are working on site and are uncontactable until the end of your shift.

Should you request to finish a placement earlier than the agreed assignment end date, you should give us at least 24 hours notice of your intention to finish a placement early to allow us time to find a replacement. Failure to provide us with at least 24 hrs notice may mean a delay in your final timesheet being processed.

6. Time sheets

Timesheets are available to download on www.mandosolutions.co.uk or alternatively may be sent out to you by post.

Timesheets must be received by 17.00 on a Monday via either:

- email payroll@mandosolutions.co.uk
- fax 0870 3007126
- post or hand delivered to our Milton Keynes Office

Ensure you carry spare timesheets at all times – in the unlikely event of a placement being finished early, please ensure you get a timesheet signed for the hours worked before leaving site. Responsibility for gaining an authorised timesheet for your hours worked remains with you.

Ensure that any tick sheets on your timesheets are completed accordingly for record keeping and reference in the event of any queries by our clients.

7. Payment

We offer a number of payment options to enable you to maximise your earning capabilities. Our payroll department will contact you to discuss the options available, and these will be agreed ahead of any placement.

Timesheets are processed according to week ending dates (Sundays)
Payments of hours are processed and paid one week in arrears
Payroll runs weekly, and money should credit your account on a Friday