



Your local family-owned **recruitment agency**.  
Established 1992



# What's inside?

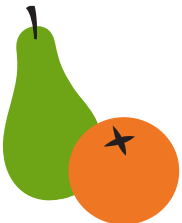
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Recruitment that's tailored to your business's needs.





Our aim is to add real value to all of our clients' recruitment journeys, building happy & mutually beneficial partnerships that grow.



Co-founder & Managing Director  
Robyn Holmes



## We love what we do

We've been partnering with businesses since 1992.

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Our business vision is to positively impact candidate & client experiences through expert recruitment solutions that are beneficial to all parties. We aspire to be the recruiters of choice for businesses across East Anglia.

Our services are here to support your hiring needs, but also to offer business advice, compliance and insider industry knowledge on upcoming trends in your sector.

We fill a variety of roles from high end permanent roles to front facing or entry level jobs, temporary placements and contract roles, so whatever you're looking for in a recruitment partner, we've got you covered.

“

I remember the excitement of making my first placements with Wilkin & Sons in Tiptree and Billericay Dental in Witham. I am even more proud to say that they are both still clients today; which I believe says a lot about our service

There is huge competition in our industry but we've always delivered a fair and honest service and never promised something we couldn't achieve.

”

Co-founder & Managing Director  
Robyn Holmes

# Why Prime?

In a marketplace saturated with agencies, it can be hard to decide who to choose. That's why in our experience, we find that a mediocre service is never enough. Our clients deserve an outstanding service and that's exactly what we deliver.

As a family-owned and family-run independent agency, we treat our business partners as one of the family, building partnerships that last. Whether you need us once a year for the odd one-off hire or if you'd like more regular support, you'll be equally important to us. All our clients are valued members of our journey.

"We want to create valued partnerships that add real value to the growth of our partners' businesses."



## Resourcing

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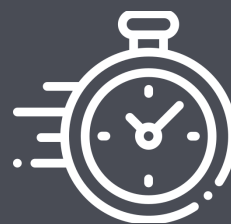
We advertise your job roles across all of the top job boards and social media platforms through subscription and organic advertising. With our vast network of passive candidates, innovative marketing campaigns and strategic resourcing activity, we are connected to candidates currently not available on the open market.



## Meet & Greet

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We aim to visit all our clients face-to-face within their own business environment, so we're able to gain a real understanding of their day-to-day needs. This ensures we're able to act not just as recruiters, but ambassadors to your brand, finding candidates who are a perfect cultural fit for your team.



## Quality Results

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The most important thing for us is to add value and save time for our clients. As such, we are always looking for ways to exceed our clients' expectations. We even offer a 12-week rebate period so if you are unhappy with your hire, your fee is returned, subject to T&Cs.

# Our values...

We believe in offering a professional, transparent and compliant service for both client and candidate. We value our partnerships and aim to always offer an exceptional service, helping local businesses thrive through strategic placements that promote our clients business and our candidates' career development.

Our Managing Director Robyn Holmes works within the business to this day. Ensuring Prime's values and positive outlook are emulated throughout the company, offering business stability and longevity to all our business partnerships.



**Robyn Holmes**  
Managing Director



**Jack O'Brien**  
Director



**Katie Holmes**  
Lead Consultant



**Peter Holmes**  
Director

## Partnership

We are fully transparent and will be upfront with you at every step of the recruitment process.

## Collaboration

We work in close partnership with our clients, with a mutual goal of enhancing your workforce.

## Flexibility

We understand that things can change quickly and are skilful in our ability to adapt to changes & developments in your plans.

## Commitment

We are on hand to offer full support for our candidates and clients from the first contact right up until introductory probation period & beyond.

## Innovative

We are always looking ahead and invest in keeping our recruiters at the cutting edge of recruitment practices.

## Excellence

For us, it's never enough to just meet your expectations: we consistently aim to exceed them.

## Altruistic

As a community-focused business we are always looking for ways to give back. We recently became official partners with Alzheimer's Society, raising an unprecedented amount of funds so far.



# Our service & benefits



## Established

Established in 1992, our flexible approach has enabled us to provide a consistently high service for our valued clients throughout huge changes in the economic landscape.



## Family-Owned

We are a grounded and loyal business built on trust. We are dedicated to see business success and growth through mutual goals. We offer long term stability to all our clients.



## Recommended

We have a wealth of candidate and client recommendations that are testament to our great service– just take a look at our Google reviews to see for yourself!



## Quality

Our specialist team are equipped with the latest technologies in talent acquisition, in order to identify, attract and retain the best talent for your business.



## Compliant

For a happy and secure workforce, we maintain the highest standards of compliance. With our online portal and referencing, rest assured you'll have all the 'i's fully dotted, and the 't's crossed.



## Accredited

As active members of the Recruitment and Employment Confederation (REC), we stay up-to-date with legislation and consistently adhere to recruitment best practices.



### Things you might not know:

#### 12 week rebate period

You can be assured that if you're unhappy with your new hire we offer a free replacement or a rebate against the original invoice. This applies to any point in the first 12 weeks. (subject to payment terms)

#### Referencing

We request a minimum of 3 years' reference history for temporary candidates, so you can feel secure in the quality of your hire with us.

#### Salary surveys

We offer benchmarking reports and salary surveys to support your personal business development.

#### No geographical constraints

With both a wide net of candidates across the region and localised knowledge, we offer the best of both worlds.



### Our Consultants

#### NVQs, training & development programmes

We regularly invest in upskilling our consultants. Through frequent training, we ensure their sector knowledge is up-to-date with the latest trends, legislation & recruitment guidelines.

#### Giving back

All our consultants regularly get involved in charity events and help fund the Prime Appointments "charity of the year". We're all committed to making a difference and supporting both local and larger charities to promote positive change.



### Partnership

Acting as ambassadors for your brand, our consultants are here to support your recruitment journey every step of the way, providing knowledgeable advice and responsive service.



### Focused

We invest heavily in advertising our clients' roles across both digital and traditional media. We ensure our business partners roles are the first jobs they find, attracting talent fast.



### Efficiency

Let us take the pressure off CV-screening, pre-interviews and competency testing. Our process means you only have to choose from the best, meaning less CV's to sift through, saving you time & money.



# Permanent Recruitment

We believe that each hire should be a real investment for your business. To accomplish this, our first step is to gain a comprehensive understanding of your requirements and company culture. We then use multi-channel advertising to gain maximum exposure for your vacancies, targeting the candidates you really want to see.

Depending on your unique needs, we also offer salary benchmarking advice and market insights, to ensure you're supported in every aspect of your recruitment journey. Post-placement, we stay in contact throughout the introductory period, to ensure a successful match.

With our exceptional track record of placing talented permanent staff in positions of all skill levels, our partners know they can trust our expertise. Having built our success on long-term, mutually beneficial partnerships, you can rest assured we will always put your needs first.

**"We always aim to meet clients in person to start our journey together."**

## How it works

We believe that when you keep things simple, business works better. Putting honesty and transparency first, we provide:

- 1** - One invoice with no hidden additional charges or fees.
- 2** - A thorough, professional & personable service.
- 3** - Support before & after the placement.
- 4** - Unlimited access to vast networks of passive candidates not currently available on the open market.



Prime HQ

# Securing your next hire

1	Let's Chat	We meet face-to-face, or over the phone, depending on your availability.
2	Advertise	We begin to advertise your vacancy, using the best avenues of talent acquisition.
3	Resource	Our resourcers skilfully match your requirements to find the perfect candidate, identifying talent that will be a real asset to your business.
4	Screen Candidates	We pre-screen and interview candidates we think have the right skill-set & cultural fit for your business.
5	Shortlist	We create a shortlist, identifying the candidates & CVs we think you'll really want to see.
6	Interviews	Once we've successfully identified the talent you're really after, we organise interviews liaising between both parties to find a time that suits.
7	Feedback	We take the pressure out of feedback, delivering your news constructively with sensitivity and tact.
8	Make The Offer	We make the offer to the candidate & negotiate terms, if need be, to secure your next hire!
9	After-care	We stay in touch to offer full support for you and your new hire to ensure both parties are happy.



# Temporary Recruitment

Supplying over 500 temporary workers to our valued clients across East Anglia, we make it our mission to ensure you have a reliable, compliant and efficient temporary workforce.

## Search

Tapping into our loyal candidate network built up since 1992, we utilise the latest technologies in candidate attraction and engagement to find the right people for your roles.

## Selection

We interview all candidates face-to-face and conduct bespoke competency tests. Where necessary, we are also able to deliver Manual Handling training inductions in-house. Sourcing 3 years of references for all our candidates, we make sure you can be confident in your temporary workers' track record.

## Support

As per government requirements, we auto-enroll all our temporary workers on to our pension scheme, pay punctually via PAYE and coordinate holiday allowance. We understand your staff needs can change at a moment's notice, that's why our 24/7 emergency out-of-hours line is always open, so you can count on us to fill your needs any day, any time.

## How it works

We believe that when you keep things simple, business works better. Putting honesty and transparency first, we provide:

- 1** - One invoice with no hidden additional charges.
- 2** - All charges inclusive of holiday pay, SSP, SMP, NI, ENI and pension.
- 3** - Weekly pay for temporary workers.
- 4** - Full compliance: all temporary workers will have valid NI, proof of ID and right to work in the UK, references & are GDPR compliant.



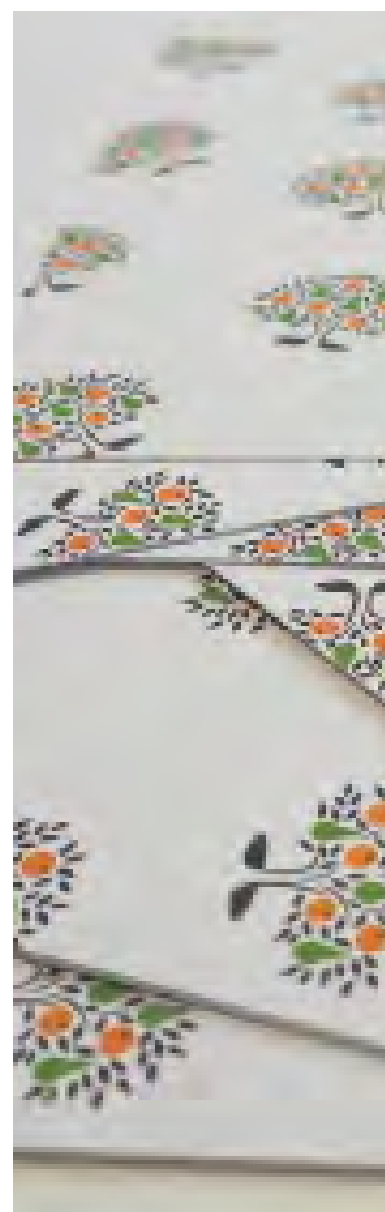
Robyn Holmes & Laura Smith - Prime HQ



# Finding temp staff fast

Temp-perm, temporary or contract, we can attract, source and select.

1	Let's chat	We meet face-to-face, or over the phone, depending on your availability.
2	Advertise	We begin to advertise for your vacancy using the best avenues for talent acquisition.
3	Resource	Our resourcers match your requirements and start the hunt for the perfect candidate, identifying talent that will be a real asset to your business.
4	Interviews	Once we've successfully identified the talent you're really after, we organise trial shifts or interviews, liaising between both parties.
5	Register	Our online registration process for all of our temporary workers ensures we are fully compliant with GDPR regulations.
6	Compliance	We adhere to the highest standards of compliance practices and are proud to be a member of our governing body the REC.
7	Skills Test	We complete skills tests to client requirements to ensure we place the right person into your work assignment.
8	References	We obtain up to 5 years' work history checks for Health & Social Care workers and 3 years' for all other industries under our umbrella.
9	Support	We continue to provide support, offering a 24/7 emergency line for candidates & clients.



# Our specialist divisions

With recruitment solutions for a wide variety of roles across a huge selection of industry sectors we offer a one-stop shop for all our clients talent acquisition needs. With over 30 consultants across

our 6 sectors each micro pod is fully trained in their respective fields. This means you can be confident we'll secure the best candidate for your specific business.

1

## Accountancy & Finance

Accounts Administrators  
Accounts Assistants  
Purchase Ledger Clerk  
Sales Ledger Clerk  
Payroll  
Assistant Accountant  
Bookkeepers  
Management Accountants  
Financial Accountants  
Cost Accountants  
Finance Managers  
Financial Controllers  
Finance Directors  
AAT, ACCA, CIMA, ACA (ICAEW),  
CIPFA, ATT, ICB, FIA

2

## Commercial & Office

Administration  
Customer Service  
HR  
Insurance  
Legal  
Management  
Marketing  
Reception  
Sales  
Secretarial  
Directorships

3

## Health & Social Care

Care Managers  
Deputy Managers  
Healthcare Assistants  
Nurse RGN/RMN/RNLD  
Recovery Support Workers  
Registered Managers  
Senior Healthcare Assistants  
Senior Support Workers  
Support Workers  
Team Leaders  
Unit Managers

4

## Industrial

Assemblers  
Production Operatives  
Forklift Drivers  
Warehouse Assistants  
Machine Operatives  
Loaders/Unloaders  
Pickers/Packers  
PCB Assemblers  
Food Processing  
Food Packing  
Handling Staff  
Cleaners

5

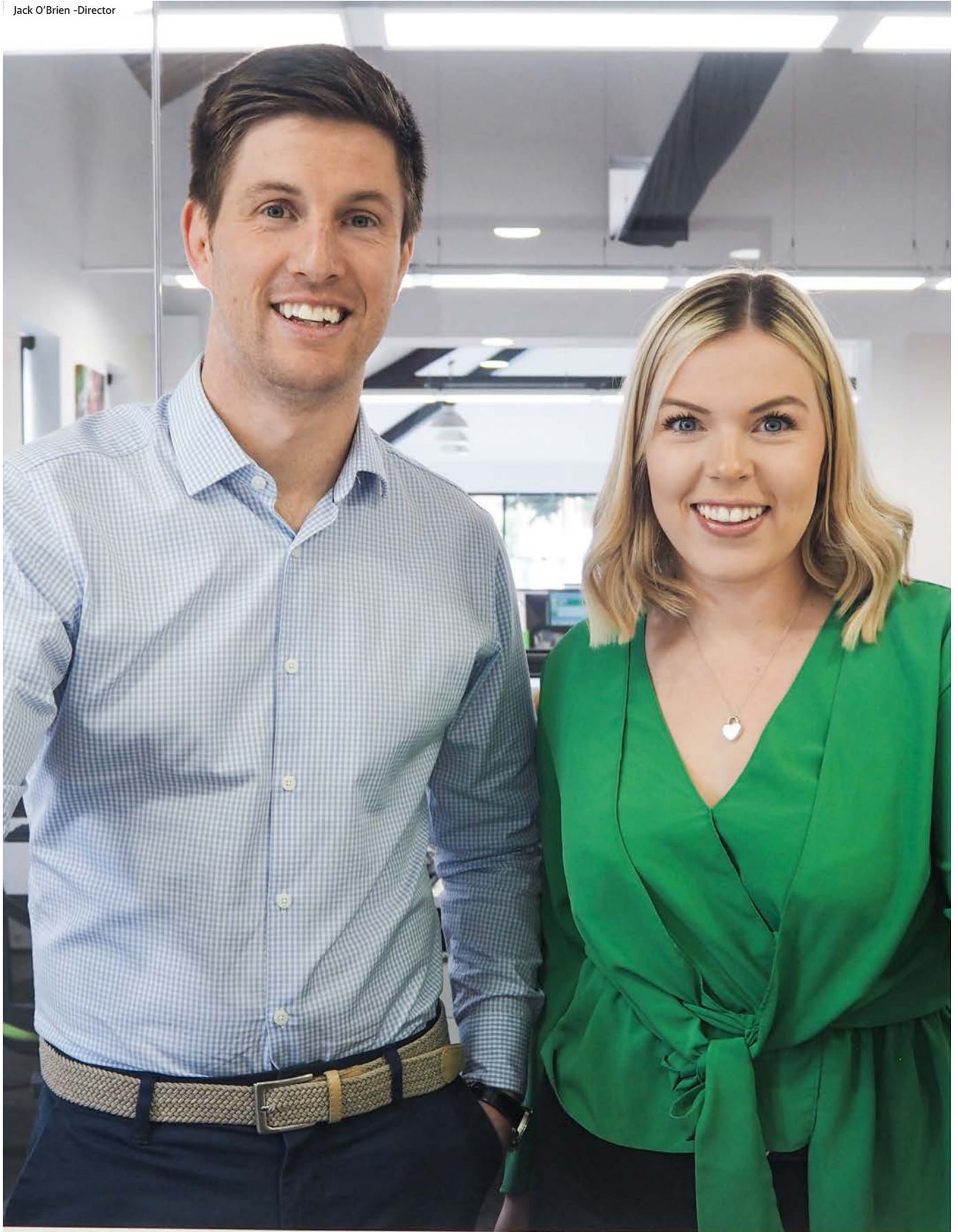
## IT & Digital

Software Development  
Testing  
Support  
Infrastructure  
Data  
Project Management  
Business Analysts  
Security  
Senior/Management

6

## Technical & Engineering

Design  
Electrical Engineering  
Electronics  
FMCG  
Joinery Carpentry  
Maintenance  
Manager/Supervisor  
Manufacturing  
Mechanical Engineering  
Precision Engineering  
Science  
Skilled Trades/Labour  
Warehouse/Distribution  
Welding & Fabrication  
Operations Directors



Jack O'Brien & Katie Holmes



# Accountancy & Finance

1



## Accountancy & Finance

Accounts Administrators  
Accounts Assistants  
Purchase Ledger Clerk  
Sales Ledger Clerk  
Payroll  
Assistant Accountant  
Bookkeepers  
Management Accountants  
Financial Accountants  
Cost Accountants  
Finance Managers  
Financial Controllers  
Finance Directors  
AAT, ACCA, CIMA, ACA (ICAEW),  
CIPFA, ATT, ICB, FIA

**We hire for:** Permanent, Contract & Temporary Positions

## Recruitment solutions you can trust

From maintaining excellent purchase ledger accuracy to providing strategic financial guidance, you need finance staff you can rely on, whatever skill level you're looking to hire. To ensure you have the best talent for your business, we undertake a thorough search and selection, advertising your roles across both traditional and digital media. We also pre-screen all of our temporary

candidates, conducting bespoke skills tests and sourcing 3 years' references, to ensure you have the highest standards of temporary talent. With extensive experience connecting exceptional accounts professionals with local clients across East Anglia, our expert team operate a responsive accounts recruitment service.



**Lead Consultant:**  
Katie Holmes

## Recommendations



**Sal Twydell**

1 review



**Positive:** Professionalism

I deal with Katie at Prime Appointment and she is has always been so helpful and professional. A great recruitment company to work with :)

# Commercial & Office

2



## Commercial & Office

Administration  
Customer Service  
HR  
Insurance  
Legal  
Management  
Marketing  
Reception  
Sales  
Secretarial  
Directorships

**We hire for:** Permanent, Contract & Temporary Positions

## Junior to Manager, we've got you covered

Our Commercial & Office division offer recruitment solutions to suit any placement, from holiday and maternity cover to full-time high-end roles. Exceeding customer expectations is key to our service. That's why so much of our business is by referral – from both candidates and clients. A virtuous circle, this has helped us build one of the largest talent networks in the local area for office staff.

Tapping into our database, we're never without a candidate solution for our clients' requirements. To ensure excellent quality, we also conduct bespoke skills tests, pre-interviews and work history referencing, so you can be confident in your new hire. To find out more about our solutions, why not get in touch today?

## Recommendations



**Kate Carling**

1 review



Prime Appointments takes the strain out of finding a new member of staff. CVs are reduced to a manageable number and only candidates matching the job description are put forward. Highly recommended.

# Health & Social Care

3



## Health & Social Care

Care Managers  
Deputy Managers  
Healthcare Assistants  
Nurse RGN/RMN/RNLD  
Recovery Support Workers  
Registered Managers  
Senior Healthcare Assistants  
Senior Support Workers  
Support Workers  
Team Leaders  
Unit Managers

**We hire for:** Permanent & Temporary Positions

## 24/7 support

When you hold people's well-being in your hands, you need a temporary workforce you can rely on. Moreover, you need staff who can provide a service quality that's consistent with that of your permanent team. To make sure you have both quality and quantity, we follow and maintain a robust registration process in line with CQC: conducting 5 years' references,

pre-interviewing candidates face-to-face, validating all relevant documentation, providing annual in-house care training. We take the stress out of covering your shifts with 24/7 emergency weekend, evening & out-of-hours lines. With over 100 fully-compliant, loyal temporary workers, we offer unrivalled support for our clients. One call and we've got your shift covered.



**Divisional Leader:**  
Nicola Edmead

## Recommendations



**Michael Brand**

3 reviews

★★★★★ 6 months ago

Great company to work for, always have positions available and are very understanding! Weekly pay is also a bonus! Would highly recommend!!



# Industrial

4



## Industrial

Assemblers  
Production Operatives  
Forklift Drivers  
Warehouse Assistants  
Machine Operatives  
Loaders/Unloaders  
Pickers/Packers  
PCB Assemblers  
Food Processing  
Food Packing  
Handling Staff  
Cleaners

**We hire for:** Permanent, Contract & Temporary Positions

## Quality + quantity

In the fast-paced world of industrial business you need a team who can keep up. Led by industry expert Colin Trenfield with over 20 years' local industrial recruitment experience, our fast and efficient team never miss a beat. Established since 1992, we've built up a strong base of loyal workers & take pride in supporting temp workers in

to permanent roles. On average over 200 companies rely on us to provide temporary support to ensure their businesses runs to capacity; with flexibility to adjust staff requirements at short notice. Providing pre-interviews, 3 years' referencing and a 24/7 hour support line, we're here to fuel your workforce.



**Divisional Manager:**  
Chris Mason

## Recommendations



**Dino Boffa**

4 reviews



Amazing agency, always had plenty of work , always paid on time. I can honestly say I can not fault them. Ross is an amazing Consultant, he even secured me a permanent position. I definitely give Prime appointments 5 ★ stars. Cheers for all your support 🙌🙌

# IT & Digital

5



## IT & Digital

Software Development  
Testing  
Support  
Infrastructure  
Data  
Project Management  
Business Analysis  
Security  
Senior/Management

**We hire for:** Permanent & Contract Positions

## We know IT. More importantly, we know IT people.

Veterans in the IT recruitment industry, our team are trusted by digital pioneers and industry leaders alike. Combining in-depth knowledge of the IT sector with a knack for connecting with IT talent, they provide a consultative, bespoke service. Taking your company culture and professional requirements into account, our consultants apply their in-depth

understanding of the sector to a rigorous talent acquisition process. Tapping into their existing networks and cross-channel candidate-attraction tools, they ensure your candidate shortlist lives up to your expectations... designed with your requirements in mind. For an advisor that really understands your sector, contact our expert team today.



**Consultant:**  
Caitlin Mahon

## Recommendations



**Lucy Westwood**

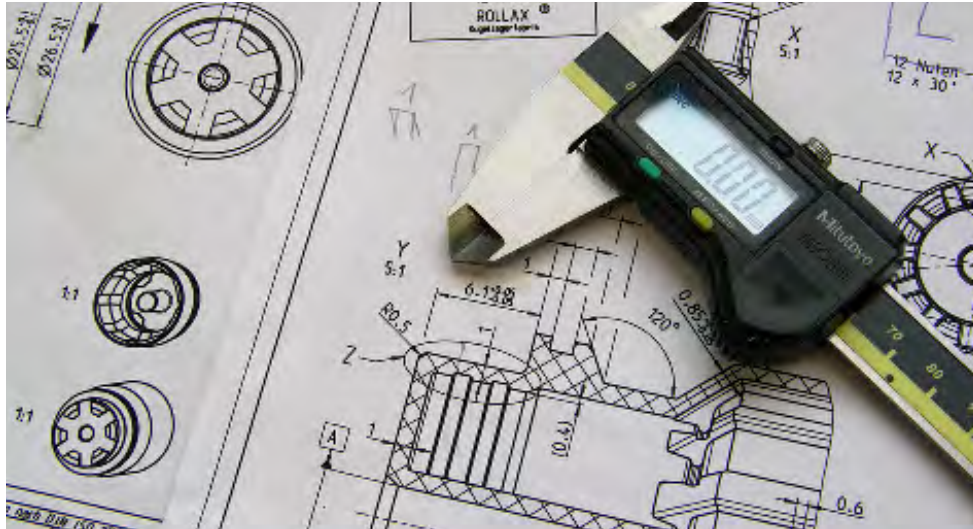
1 review



Caitlin Mahon with Prime Appointments has been absolutely brilliant through the process of finding a job that was right for me. She came to me with a role and it was so well fitted to my CV and what I was interested in. Her communication and enthusiasm has been incredible and has been a massive help. I got the first role she sent my way and I couldn't be happier with it!

# Technical & Engineering

6



## Technical & Engineering

Design  
Electrical Engineering  
Electronics  
FMCG  
Joinery Carpentry  
Maintenance  
Manager/Supervisor  
Manufacturing  
Mechanical Engineering  
Precision Engineering  
Science  
Skilled Trades/Labour  
Warehouse/Distribution  
Welding & Fabrication

**We hire for:** Permanent, Contract & Temporary Positions

## Whatever the requirement, we've got you covered.

Trusted by some of the world's leading companies in manufacturing, aerospace, defence and more, our consultants offer a knowledgeable service that you can rely on. Hiring across a broad range of disciplines from electronics engineering to joinery, our team provide an expert and efficient service. To optimise your recruitment journey, our dedicated Technical &

Engineering division is divided into two micro-divisions: temporary and contract; and permanent. This divide ensures our clients' recruitment journey is concentrated and bespoke. Moreover, it means every allocated consultant has been trained for each specification. If you're looking for a recruitment partner that's got all your bases covered, please get in touch.



**Director & Divisional Leader:**  
Jack O'Brien

## Recommendations



**SC**

2 reviews



Prime appointments are my 'go to' recruitment agency, I love their professionalism and how efficient they are. They placed me at the company I currently work for and for the past 4 years I have used them for all recruitment needs within the office. Carl Bashford is my main point of contact for any recruitment needs and he goes above and beyond to ensure the roles are filled by candidates who are spot on for the role.

# Compliance & Legislation

The important stuff! We dot the I's and cross the T's so that you can be safe in the knowledge that your temporary workforce are fully compliant to meet current legislation.

## GDPR

All candidates sign a GDPR declaration when they register giving permission for us to provide work seeking services on their behalf.

## Right to work validation

We always interview our Temporary Workers in person at our Witham office; We validate and save copies of candidates full length Birth Certificate or a current Passport and evidence of NI number.

We take time to qualify candidates experience and work history. We ask reasons for leaving previous jobs to build a wider candidate picture.

## Electronic Registration Process

Our candidate registration process is designed to capture information needed to qualify and clear our Temporary staff for work. A number of forms are completed, signed and auto saved to our database to include:

- GDPR statement
- 48 hr Opt Out Agreement
- Contract of Employment
- Health & Disability Questionnaire
- Capacity to work in UK
- Criminal Conviction Declaration
- English/Maths Assessments
- HMRC Starter Checklist
- Employment References
- Character References

## Additional - Social Care Sector Only:

- Infection Control Declaration
- Confidential Self Disclosure
- Keyholder Policy
- DBS Status

## REC

As a member of the Recruitment Employment Confederation (REC) we receive legislation updates across all sectors.

We work hard to ensure we are compliant and meeting best practice for our clients giving you peace of mind.

We like to share legislative information with our clients through social media and regular updates.

We have access to employment legal advice through our REC membership to assist client queries.

## Employment Contracts - Temporary Workforce

We are a transparent and ethical company who are proud to say we treat our temporary workforce fairly so employees know and understand their entitlements.

## Our Temporary Staff Employment Contract Covers:

- Agency Workers Regulations (AWR) legislation
- Working Time Directive (WTD) legislation
- Assignment Confirmation & H&S information
- Temp Candidates Obligations
- Termination of Assignments
- Intellectual Property Rights and Confidentiality

## Internal Audit

Validation and audit is key to running a tight ship and we welcome audit requests from clients and business partners, always on hand to advise and support our clients through external audits We are proud of our commitment to ensuring our processes are effective



### Agency Worker Regulations (AWR)

We implement AWR legislation very carefully liaising with our clients to ensure our temporary workers are paid correctly once they meet the 12 week qualifying period.

You provide us with pay, holiday entitlement and any bonus details for directly employed staff in a similar role.

We implement any changes to our pay and charge rates and send confirmation letters to you and the temporary worker.

Together we are compliant and meeting our obligations to pay temporary workers in accordance with AWR.

### Training & Inductions

We are happy to extend our registration process to include a training or induction process for our clients; HMRC specify that time taken for a temporary worker to complete training or induction is chargeable. We provide Manual Handling training by certificated personnel by request.

### National Minimum & Living Wage (NMW/NLW)

This legislation is complex and introduced to ensure workers pay does not go below thresholds. We provide advice to help you keep your business compliant:

- Training & Inductions, PPE and Uniforms are non chargeable.
- We strictly follow HMRC guidance.
- We limit legitimate deductions to candidate pay to ensure pay thresholds are achieved.

### Terms of Business

Our Terms of Business clearly set out Clients responsibilities to include:

- Hirer Obligations
- Obligation on us to keep you Informed
- Timesheet Authorisation Process
- Charges & Invoicing
- How we pay our Temporary Staff
- Transfer Fees
- Suitability Checks
- Termination of Assignments
- AWR and Payroll Information

### GLAA

The GLAA public register lists labour providers who are licensed to work with Food & Beverage and Agricultural Industries. We are proud to hold a licence which is renewed annually:

- It is important to check that your labour provider has a current licence.
- It is an offence to use an unlicensed labour provider if your industry sector falls within GLAA must be PPE provided in line with legislative requirements.
- We uphold the same high standards as our clients working in these sectors.
- We work together to ensure policies, inductions and training meet requirements.
- How to check that a business is licensed:
  - Search GLAA online
  - Open the GLAA Public Register

### Candidate Pay & Auto-enrolment Pension Scheme

As an ethical business we are proud that we directly employ our Temporary workforce:

- Temporary staff are PAYE paid weekly 1 week in arrears
- Our Temp team are auto enrolled to "NOW" Pension Scheme in line with legislation
- Internal Accounts Team available to deal with pay and invoice queries
- Candidates access pay slips through secure on line portal

### Invoicing

One invoice with no hidden additional charges making business simple and transparent; Our charge rates include accrued holiday pay, SSP, SMP, NI and ENI and Pension Contributions Payment terms are agreed within Terms of Business.

# Next Steps

We would love to come and meet you at a time that works with your schedule. At a later point, why not come for lunch to meet our MD and wider team? We have a talented team of dedicated consultants who would love to discuss your requirements with you.

Not recruiting at the moment? Be sure to keep us in mind for your future hiring needs. In the meantime, you can follow us on social media to stay up to date with all things Prime.



# Visit us

Why not pop down to our head office:





Prime Appointments  
Austin House  
Newland Street  
Witham  
Essex  
CM8 2BA



# Contact us

Essex: 01376 502999  
Suffolk: 01787 880481  
Email: [enquiries@prime-appointments.co.uk](mailto:enquiries@prime-appointments.co.uk)

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