

What happens next?

SENNIES Search Process

1. Register with SENNIIES and pay your registration fee (£500 + VAT)
2. SENNIIES will send you a link to log in online and complete your online SENNIIES profile.
3. Once complete, SENNIIES will get to work on your Job description using the information you have provided so be as detailed as possible.
4. We will book a time to
 - a. Amend and review the job description with you prior to posting internally and externally
 - b. Collect 3 key interview questions you would like to know before meeting with a Sennie
5. You will then be sent SENNIIES Profiles of potential candidates via email
6. Please let us know which profiles you like and dislike within 48 hours of receipt
7. SENNIIES will send your interview questions to your preferred candidates and forward the information to you to decide if you would like to meet with them in person. 1st interview arranged - (face to face) between family and Sennie (we advise this is without the children)
8. Trial arranged- Maximum 2 days per candidate paid at £10 per hour directly to the Sennie
 - a. Day 1 - The Sennie should get to meet the children and join in with a preferred activity of theirs. We recommend the Sennie then shadows your day so they can see your routine and get to know the children in a setting similar to the role.
 - b. Day 2 - This is when we advise you to let the Sennie take the reigns. Perhaps they could organise an activity that you can observe or take the lead in a group activity. The Sennie should not be left alone with the children as the trial is an opportunity for you to see them in action and decide if you feel they are right for the position.
9. Once you are ready to make an offer, we will send you a short offer letter to stand in place until your contract is signed.
10. You will be sent your chosen Sennies documents including a minimum of 2 references, identification and an Enhanced DBS check. We advise ALL families to call the written references we send over and ask any additional questions you may have related to your role and the Sennies suitability.
11. We will discuss or Extended SENNIIES guarantee with you and you can choose between standard (free) or extended (additional monthly fee)
12. SENNIIES will issue your final invoice which must be paid within 3 days and/or before the Sennie starts in the role. If you have paid your Commitment fee online we will call to confirm you are happy to proceed with us taking payment and can process the payment on your behalf using the card linked to your SENNIIES account.
13. We will also send you our recommendations for becoming an employer and our draft contract for you to amend and sign with your Sennie. We cannot complete the contract on your behalf however we can guide, advise and support. Please

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note you can use your own contract if preferred but we are unable to offer support or advice on a contract that isn't based on our draft version.

14. If your package comes with free training we will then discuss the options and get this booked in with you
15. Finally, we will ensure you have everything you need before the Sennies start date and book in 2 follow up/ check-in calls with you at your convenience.
16. Once your Sennie has started please feel free to reach out to us any time if you need anything at all. This can be advice, additional training for you and/or your Sennies or to support you in any difficult conversations or decisions.

Additional information

- You will receive SENNIES PROFILES via email as soon as suitable Sennies become available.
 - To manage expectations, you will receive all suitable, internal candidates who have shown an interest in your role within 14 days of your role going live. Please note even though we have over 500 registered Sennies, however, as an introduction agency, we can not guarantee there is anyone already registered who will be available for your role at the time of your search
 - The number of SENNIES profiles sent can vary from role to role, but we aim to send you a minimum of 3 profiles during your search wherever possible. The majority of our roles receive 1 - 3 profiles per week but will still experience a couple of quiet weeks based on the market being so niche.
 - You will begin to see more candidates at around week 4 of your search, due to the time it takes to fully register a Sennie before an introduction. These Sennies have usually been headhunted on your behalf based on your requirements

- We ask that you let us know within 48 hours if you would like to meet with any of the Sennies for a face to face interview once feedback has been sent.

- We will send you and the Sennie/s you wish to meet an introduction email, so you can arrange a convenient time/date to meet in person.

- Following a successful interview you can invite the Sennie/s to a Trial.

- No more than 2 trial shifts/days will be permitted unless an offer of employment is made and/or it has been discussed and agreed with SENNIES.

- All trials are paid at £10 per hour and you will need to pay your Sennie directly on the final day of the trial unless otherwise instructed by SENNIES.

- Please inform us of your decision following each interview/trial within 48 hours, so we can keep the applicant/s updated and arrange the appropriate next steps on your behalf.

What happens next?

• We will continue the process above until we find you your match or your 8-week search comes to an end. We will keep sending you Sennies to review throughout your search (as and when available), even when you are trialling a Sennie unless you advise otherwise.

How long will it take to find me a Sennie?

We offer an 'introductory service', therefore we do not employ anyone, but make it our priority to only introduce you to suitable Sennies. We have had placements close in 1 - 4 weeks but we cannot make any promises as it all depends on who is available at the time of your search. The typical search takes the full 8 weeks due to availability dates for interviews and trials.

If you feel a Sennie is not suited to your family's needs, please give us detailed feedback, so we can be sure to only send you suitable Sennies moving forward.

Each search runs for 8 weeks and you can conduct 3 SENNIES searches per year if you are actively registered and subscribed to SENNIES. This new registration model started in November 2021. It replaces our previous 'commitment fee' which was £500 per role. We want all families to have a fair chance at finding the right Sennie and understand that can sometimes take longer than hoped. If your first search is unsuccessful you can use another search credit straight away without incurring an additional cost and keep the search running or you can take a break and try again at a different time of year depending on your families situation.

When is my final payment due?

When you are ready to make an offer, we will send you a short 'Offer Letter' to complete. Once the Sennie accepts the offer, payment is due and you will receive your final invoice or a call to take payment through the card attached to your SENNIES account. All final placement fees must be paid within 3 days of an offer so we can begin the next steps. Any late payments will incur a 10% late fee.

A Sennie has accepted my offer and I have paid my final invoice - What now?

We will work with you to ensure you get off to the best start by sending you the following:

• **SENNIES draft contract** for you to complete (*unless you have opted to use your own contract*)

What happens next?

- Your chosen Sennies Documents
 - Enhanced DBS certificate and/or update system confirmation
 - Identification
 - A minimum of Two Referees - All Sennies must have 2 references on file to register. When an offer is made you can request we collect additional written references on your behalf based on their CV. We strongly advise all families to call the written references when received and some find it can save time to call any additional references directly at this point.

- Recommendations for becoming an Employer
 - *Payslips: Nanny Tax*
 - *Pay calculator: Nanny tax*
 - *Pension Scheme: NEST*
 - *Training: SENNIES*
 - *Employers Insurance: Morton Michel*

- ACAS documents
 - ACAS Code of Practice
 - ACAS guide - Discipline and Grievances

Other things to note

- Calls and emails made outside of our office hours will be picked up the following day. (Opening hours: Monday - Friday: 9am - 5.30pm)
- Any urgent communications outside of these times must be made directly with the Sennie you have chosen to interview/trial
- Please be aware that the majority of childcarers are signed up to multiple agencies and not exclusively to SENNIES, therefore we cannot guarantee that a Sennie will not take other roles offered by another agency during your interview process. We only allow our Sennies to trial for 1 role at a time to avoid this type of disappointment
- The 'SENNIES search' runs for 8 weeks* and is offered as an 'introductory service', therefore we do not employ anyone, but make it our priority to only introduce you to suitable Sennies. If you feel a Sennie is not suited to your family's needs, please give us detailed feedback, so we can be sure to only send you suitable Sennies moving forward