

SENNIES SEARCH PROCESS

Registration:

- To register with SENNIES, please pay the online registration fee (£500 + VAT) and complete your online SENNIES profile or Registration form.
- Your registration fee covers the advertisement cost ONLY. We post your role on multiple paid job sites for a discounted fee.
- A SENNIES Search runs for 8 weeks.

Job Description:

- Once your profile is completed, and the registration fee has been paid, SENNIES will get to work on your job description using the information you have provided, so please be as detailed as possible.
- When we send you your job description to review via email within 5 working days, we will also include a link to book a call with us to:
 - Amend and review the job description together before posting internally and externally
 - Set your matching preferences for internal matching
 - Ensure you know how to use your online account and manage search expectations

Matching:

- Once your role has been posted, you can start by looking through the matching page of your profile within your online account to see if there are any already registered Sennies you would like us to prioritise contacting to share your role with them.
- You will be sent an 'Introductions' via email of Sennies who are interested and suitable for your role. This included their profile and CV and all introductions can be viewed within your online profile.
- Please let us know which profiles you like or dislike within 48 hours of receipt, as they may be applying to other roles elsewhere, and we would hate for you to lose a great Sennie!
- If you show interest in a Sennie, we will send you a 'Mutual Introduction' email to you and the Sennie.

Interview and Trial:

- We strongly advise you to reply to us or call the Sennie within 48 hours of receiving the mutual introduction, so we can help you set up an interview.
- A face-to-face interview is arranged between the family and Sennie (we advise this is without the children where possible).
- A trial is arranged for a maximum of 2 days per candidate, paid at £10 per hour directly to the Sennie. Minimum 4 hours per day.

Example Trial:

- Day 1 - The Sennie meets the children and joins in with a preferred activity of theirs. We recommend that the Sennie shadows your day, so they can see your routine and get to know the children in a setting similar to the role.
- Day 2 - This is when we advise you to let the Sennie take the reins. Perhaps they could organise an activity you can observe or take the lead in a group activity. The Sennie should not be left alone with the children for long periods of time, as the trial is an opportunity for you to see them in action and decide if you feel they are suitable for the position; however, we strongly advise you to step back for even an hour when possible (this could be in another room or making lunch whilst the Sennie engages with the children 1:1).

SENNIES Search

- We will advise if a Sennie we send has an Enhanced DBS on the update service or if it needs renewing, many Sennies who work in schools are not on the update service and often need to have theirs renewed if they leave the school. If it requires renewing, the Sennie should not be left alone with a child until it has been renewed. (This is how a school would operate)

Offer and Placement:

- When you are ready to make an offer, we will send you a short online offer letter to complete, which will stand in place until your contract is completed and signed.
 - The offer letter will include information we need to complete your contract so if you are happy with our draft contract we can arrange this for you and have you and your Sennie sign through us.
- You will be sent your chosen Sennie's documents, which include:
 - A minimum of 2 references
 - We strongly advise all families to call the written references when received
 - If 2 references cannot be obtained without exceptional circumstances, we advise withdrawing the offer
 - Identification
 - Enhanced DBS check
 - Certificates (if applicable)
 - Right to work (if applicable)
- If you have opted into our Extended Guarantee, we will set this up to begin in line with your Sennie's first day of employment with a 30-day free trial.
 - All placements receive a 30-day free trial as standard.
- SENNIES will issue your final invoice, and payment will be collected automatically through your online SENNIES account and associated card if not received within 3 working days.
 - We will remind you of this before payment is collected, so you can change the card associated with your account or make payment manually/over the phone if preferred.
 - We will only issue an invoice once all compliance checks have been completed. If an offer has been made and we are still awaiting a reference for example then no payment or invoice will be due until completed as all offers are subject to successful compliance checks.
- We will also send our recommendations for becoming an employer and our draft employment contract for you to amend and sign with your Sennie.
 - Please note, you can use your own contract, but we cannot offer support or advice on a contract that isn't based on our draft version.
- Once everything is completed and signed, we will confirm the placement with you and the Sennie.
- We will book in to discuss our support package and book a catch-call to see how you and your Sennie are getting on.
- Once your Sennie has started, please feel free to reach out to us at any time if you need anything at all.
- This can be advice, additional training for you and/or your Sennie/s, or to support you in any problematic conversations or decisions related to hiring a Sennie.
- For your convenience, we provide a call link that you can use once you hire a Sennie:
 - <https://calendly.com/hq-meeting/activerole>

Additional information

- SENNIES PROFILES will be sent to you via email as soon as suitable candidates become available. You will receive all suitable internal candidates who have shown an interest in your role within 14 days of your role going live. However, please note that we cannot guarantee that a Sennie will be available for your role at the time of your search. The number of profiles sent can vary from role to role, but we aim to send you a minimum of 3 profiles during your search whenever possible.
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- • Most of our roles receive 1-2 profiles weekly, but we find that some families receive 6-10 profiles at a time on a continuous basis. You will begin to see more candidates at around week 4 of your search due to the time it takes to register a Sennie before an introduction.

Agreement Terms for Hiring a Sennie:

As our valued client, we kindly ask you to agree to the following terms and conditions when hiring a Sennie from our agency:

- Review and accept the SENNIES Terms and Conditions available on our website.
- Notify SENNIES within 48 hours if you are interested in meeting any of the Sennies for a face-to-face interview.
- We can support you in setting up interviews and trials or you can arrange with the Sennies directly - keep SENNIES informed of the progress.
 - You can trial multiple Sennies simultaneously.
- Limit your trial shifts to a maximum of two days unless otherwise arranged and agreed upon with SENNIES in advance.
- Pay each Sennie £10 per hour for trial shifts, and settle the payment directly with the Sennie on the final day of the trial, unless instructed otherwise by SENNIES.
- Comply with our payment terms and allow SENNIES to collect payment from the card linked to your online SENNIES account. Kindly note that the final placement fee is due only after an offer letter has been accepted, and all compliance and reference checks have been completed, and **not** on the Sennie's first day.
- Settle all invoices within seven working days of receipt and before the Sennies' first day of employment.
- Keep SENNIES informed of your hiring decisions within 48 hours of each interview/trial to facilitate the necessary arrangements.

Our Commitment to You:

As your trusted recruitment partner, we are committed to providing you with a seamless and efficient service. Here's what you can expect from us:

- We will endeavour to respond to your queries and requests within 48 hours or no later than 4 working days.
- We will send you Sennies to review as soon as they become available.
- We will continue the recruitment process until we find the right match or your 8 week search comes to an end. We will keep sending you Sennies to review even if you are already trialling a Sennie unless you instruct us otherwise.

SENNIES Search

- We recommend fortnightly call bookings and, after week 4 of your search, we will offer suggestions to modify your role and job description to attract more candidates based on the feedback received. However, we will not make any changes without your prior consent. We will repost the role after four weeks and boost it to the top of searches on external paid job sites if changes are made.
- In the event that we do not receive any feedback from you regarding a Sennie we have sent, we will send you a follow-up email to inform you that your search has been put on hold. We are a small but dedicated team working in a fast-paced market, and we can only focus on families who communicate with us, even if it is to inform us that they no longer need our support or dislike a candidate.

Introductory Service Timeline:

We offer an “introductory service” where we introduce you to suitable Sennies, but we do not employ anyone. While we've had placements close within 1-4 weeks, we cannot make promises. The typical search takes 8-16 weeks due to the process of headhunting and scheduling interviews/trials.

Providing Feedback:

If you feel a Sennie is not suited to your family's needs, we encourage you to provide us with detailed feedback so that we can ensure that we send you only the most suitable candidates in the future.

Search Credit:

Each search lasts a maximum of eight weeks in length and you receive one credit when you register with SENNIIES. If you require additional search credits, they can be purchased upon request for an additional fee.

Registration Fee Coverage:

Your registration fee covers the cost of advertising only. We post your role on multiple paid job sites for a discounted fee.

Other things to note

- Our office hours are Monday to Friday, from 8.30 am to 5.00 pm, but during our busiest periods, it may take up to three working days to respond to calls and emails made outside our office hours.
- Some of our recruiters may work outside these hours to provide the best results, but this is usually limited to conducting out-of-hours interviews. Please note that we cannot guarantee out-of-hours availability.
- If you need to communicate urgently outside our office hours, we recommend contacting the Sennie you have chosen to interview/trial directly.
- Many Sennies are signed up with multiple agencies, so we cannot guarantee that a Sennie will not take other roles during your interview process. To avoid disappointment, we allow our Sennies to trial a maximum of two roles at a time.

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- Our "SENNIES search" is an introductory service, and we do not employ anyone. Our priority is to introduce you to suitable Sennies. If a Sennie is not suitable for your family's needs, please provide detailed feedback, so we can send you more suitable Sennies in the future.
- We do not offer refunds for the registration or placement fees. Instead, we offer a standard and extended guarantee that provides you with a free replacement if things do not work out with a selected Sennie.
- We would like to emphasize that while we take pride in our selection process and strive to only introduce suitable Sennies, the ultimate decision to hire any Sennie we introduce is entirely yours. You are not obligated to hire any Sennie we introduce, and we do not guarantee the suitability of any Sennie for your specific needs. If you choose to veer from the process (e.g. skip the trial stage) and hire a Sennie introduced by us, we cannot be held liable for any issues or incidents that may arise from that decision.
- We offer various training courses, including online, in-person, bespoke, group, and 1:1 options. You can find more information about our courses at <https://www.sennies.co.uk/sen-training-courses>