

SENNIES Search Process

After you have spoken to a member of the SENNIES team, we will send you an online invoice which can be paid as and when you would like to register with SENNIES. If you do not wish to register, please leave the invoice as it doesn't do anything, and you can access it later should you change your mind or your needs change.

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1. To register with SENNIES, please pay the online registration fee (£500 + VAT) and complete your online profile.
 - a. After your first call with us, we will send you detail to log in
 - b. We will also send you an online invoice
 - c. Your registration fee will give you two job credits within one year. Each credit lasts eight weeks in length.
2. 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. We will get this back to you within five working days.
3. Whilst we work on your job description, we will upgrade your online SENNIES account so you can begin looking through your suggestions of already registered Sennies.
 - a. This can be used immediately if preferred or after our call, where we will talk you through your profile and set your non-negotiables to strengthen the matching feature. This step lets us learn more about the Sennies you like for headhunting purposes. If you 'like' a Sennie, we will prioritise chasing them to share your job description and see if there is mutual interest.
4. When we send you your Job description to review via email, we will also include a link to book a call with us to:
 - a. Amend and review the job description together before posting internally and externally
 - b. Set your matching preferences for headhunting purposes
 - c. Ensure you know how to use your online account and the communication expectation when we send Sennies
5. You will then be sent SENNIES Profiles and CVs of potential candidates via email. It can also be viewed when logged into your online profile by looking in the Introductions section.
6. Please let us know which profiles you 'like' and 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!
7. We will send you a mutual introduction of the Sennies you would like to meet and who have shown interest in your role, so you can arrange a convenient time to meet/speak.
8. **1st interview arranged** - (face to face) between family and Sennie (we advise this is without the children where possible) - we will send you the Sennies contact details so you can arrange a suitable time/date directly.

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9. **Trial arranged-** Maximum 2 days per candidate paid at £10 per hour directly to the Sennie.

Example Trial

- a. 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.
 - b. Day 2 - This is when we advise you to let the Sennie take the reigns. 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 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 where possible (this could be in another room or making lunch whilst the Sennie engages with the children 1:1).
10. Once you are ready to make an offer, we will send you a short [online offer letter](#) to complete and to stand in place until your contract is completed and signed.
11. You will be sent your chosen Sennies documents, including
- a. A minimum of 2 references - *We advise ALL families to call the written references we send over and ask any additional questions about your role and the Sennies suitability.*
 - b. Identification
 - c. Enhanced DBS check.
 - d. If you have opted into our Extended Guarantee (you will be asked in the offer letter), we will set this up to begin in line with your Sennies first day of employment with a 30-day free trial. All placements receive a 40day free trial as standard
12. SENNIES will issue your final invoice, and payment is collected automatically through your online SENNIES account and associated card if not received within 3 working days.
13. We will also send our recommendations for becoming an employer and our draft employment contract for you to amend and sign with your Sennie. We cannot complete the contract on your behalf. However, we can guide and support you. 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.
14. We will book in to discuss our support package and book in a one-month catch-call to see how you and your Sennie are getting on.
15. 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 Sennie/s, or to support you in any problematic conversations or decisions related to hiring a Sennie.

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Additional information

- You will receive SENNIIES 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 1500 registered Sennies, 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, especially roles outside of London. Our registered Sennies may live too far from you, have different skills, already have work etc. However most roles are placed through headhunting and inbound applications so this is not a cause for concern.
 - The number of SENNIIES profiles sent can vary from role to role, but we aim to send you a minimum of 3 profiles during your search wherever possible. Most of our roles receive 1 - 2 profiles per week but will still experience a few quiet weeks based on the niche market. We also find some families receive 6-10 profiles at a time on a continuous basis due to their offer standing out or requirements being less strict.
 - 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 a mutual 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. You can trial multiple Sennies at one time.
- No more than two trial shifts/days will be permitted unless an offer of employment is made and/or discussed and agreed with SENNIIES.
- **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 SENNIIES.
- 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.

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- We will continue the above process until we find your match or your search credits have run out. 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.
- If we do not hear back from you regarding Sennies we have sent after multiple contact attempts we will email you to let you know your search has been put on hold. We are a small but dedicated team working in a fast market and can only focus on families who communicate with us even if it is to say they do not like a candidate or they no longer need our support.

How long will it take to find me a Sennie?

We offer an 'introductory service'. We do not employ anyone but make it our priority to introduce you to suitable Sennies. We have had placements close in 1 - 4 weeks, but we cannot make promises. The typical search takes 8 - 16 weeks due to headhunting and availability dates for interviews /trials and notice periods.

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

Each search runs for eight weeks, and you can conduct 2 SENNIES searches per year if you are actively registered and subscribed to SENNIES. You are only required to pay a final fee if you appoint a Sennie.

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 three 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*)

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- Your chosen Sennies Documents
 - Enhanced DBS certificate and/or update system confirmation
 - Identification
 - A minimum of Two Referees - All Sennies must have two 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; some find it can save time to call any additional references directly.

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

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

Other things to note

- Calls and emails made outside our office hours will be picked up the following day. (Opening hours: Monday - Friday: 9am - 5.30pm)
- Any urgent communications outside these times must be made directly with the Sennie you chose to interview/trial.
- Please be aware that most childcarers are signed up to multiple agencies, not exclusively 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 one role at a time to avoid this type of disappointment.
- The 'SENNIES search' runs for eight 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.