Placing a booking process & MSP Model

How to place a booking with Affinity Workforce

Please call / email or text your Account Manager or create a 'Job Requisition' via the booking portal. The working office hours are from 7am until 5pm, you are welcome to place bookings outside these hours.

Short Term / Day-to-Day cover

For same day cover your Account Manager will respond within 15-20 minutes to confirm if they can fill the requirement and who is on route. They will then assign the worker into the booking on the portal and send you vetting details.

We will also manage the supply chain within this window. If you wish to cancel a booking after it has been filled, please notify before 7:30am.

Long Term Cover

Your Account Manager will provide CVs and options within 24 hours, the list of options presented will include the best available from their books and those agencies on the supply chain. We will organise interviews / trial days for the candidate/s you are interested in.

Once you select the most suited individual, we will create the assignment on the portal, and send you their vetting details prior to their first day. Tangible feedback is required if you feel candidates are not suitable.

On an occasion where we are unable to fill short or long term requirements, your Account Manager will confirm that on the phone and in writing within the contractual timeframes – 25 minutes for short term, and 24 hours for long term.

They will confirm the process has been followed and you can then go 'off contract' to source candidates from agencies outside the provision. Once the requirement is filled, please confirm you have done so with Affinity Workforce, they will then provide you with a PO number.

The 'off contract' agency will need to attach this PO number to every invoice related to that booking for that invoice to be paid by the central finance team.