

***SOHO RUNNERS LIMITED***

**T: 0800 822 3448 E:** [**info@sohorunners.com**](mailto:info@sohorunners.com)

[**www.sohorunners.com**](http://www.sohorunners.com)

***Job allocation***

Once you have been accepted onto the books and your references have been checked (this normally takes around 10-15 working days) your number will automatically go onto our database. A job will come into Soho Runners and a text message will go out to everyone that is on the database, they will normally look something like this; “is anyone available to work in Soho tomorrow 09:00-18:00?” if you are available please text the number back as quickly as possible with yes (you do not need to reply to the message if you are unavailable) if you are successful then a message will come back to you giving you the client details and all the relevant information that you will need, please note that unfortunately we are unable to get back to each candidate if you have not been selected so if you do not receive a message back please assume that you have not been successful.

Most of the jobs that come in will be generic running jobs ie; client services, making teas and coffees, lunch runs etc, however if a job comes in that has a specific skill set requirement it will be specified in the text, if you do not have the skill set that the client is looking for please do not reply to the job.

Most of our jobs are filled on a first come first served basis, however there may be times that we will look at things such as location, for example if a client needs someone urgently we will always send the runner who is able to get there the quickest.

Our jobs normally run anywhere between one day and three months, however the most popular length of the job is normally one day.

***Payments***

Our hourly rate for a standard running role is the national minimum wage/Living wage according to your age. However for roles that require specific skill sets the hourly rate will differ depending on the role.

Payments are made on the last working day of each Month, you will need to fill in a starter form and fill in the time sheet that is available to download from the website, Please ensure that when sending time sheets they adhere to the following:

Please send time sheets individually ie a separate email for each client you work for

Please put the name of the client and dates worked in the subject line of your email

Please include all lunch breaks on your time sheets, most clients will expect you to have an hours unpaid lunch break, if this differs please discuss this with your line manager and ask them how long they would like you to take and make sure to include them

Please make sure that you submit time sheets within 5 working days of the completion of your shift, ie; if you work Monday to Friday please send your time sheet in by the following Friday at the latest

Please send all time sheets to [accounts@sohorunners.com](mailto:accounts@sohorunners.com)

Time sheets that do not follow these rules will be rejected and will be sent back to be completed correctly. If you have any queries or require any help please contact [accounts@sohorunners.com](mailto:accounts@sohorunners.com)

The holiday entitlement of 5.6 weeks is equivalent to 12.07 per cent of hours worked over a year. Any holiday entitlement must be taken during the course of the holiday year in which it is accrued and cannot be rolled over. Our holiday year runs from January to December. Please request any holiday with your time sheets

***What we expect from you***

If you are unable to make a job please call us a **MINIMUM** of 24 hours before the job begins, we would also expect you to call us as soon as possible if you are running late. If you miss a job or are late three times or more we will remove you from our database.

The dress code is casual and comfortable however we would not expect you to walk in with shorts and flip flops!

All of our clients are asked to give us feedback on all of our runners, we will ask questions on your general attitude, on whether you had to be asked to do things or whether you were able to work on your own initiative, on how you interacted with clients and on how you performed overall. Obviously we understand that sometimes not getting on in a job can be down to something simple such as a clash of personalities however  if we receive reoccurring bad reports you will be removed from the database.

**If you are placed on a job by Soho Runners and the client asks you or contacts you afterwards to ask you to work for them please ask them to contact Soho Runners directly, failure to do so may result in you being removed from our books**

***What you can expect from us***

While we cannot guarantee you any amount of work you can rest assured that we are out constantly trying to establish and maintain relationships with new and existing clients in order to send as many of you out as possible.

If a job is cancelled by a client we will endeavour to find you another job as soon as possible.