

flexible working times

05/09

Welcome to the first edition of Flexible Working Times brought to you by local company FWS Ltd, unique in the Islands in its aim to promote flexible working. This newsletter aims to introduce you to the benefits of flexible working for both your business and lifestyle and to encourage you to make the most of creative styles of recruitment.

As an Island, Guernsey has developed distinctive business practices with finance making up a large part of its industry. This often means that Clients or third parties are based overseas and that business has to be flexible in its service practice. The availability of Client service can be greatly increased by Staff who work flexi-hours outside of the core 9am – 5pm. This can extend the working day from as early as 6am to as late

as 11pm, giving business an extra 9 hours, potentially, in which to trade.

If the staff providing this out-of-core hour cover are set up remotely, this extra-curricula service proves cost effective as desk costs in Guernsey can be anywhere between £8,000 - £13,000 per desk per annum – now we're starting to talk...

To assist you in confidently adapting your business practice

this newsletter will be published bi-annually. It will be filled with interesting and relevant articles show-casing businesses that successfully employ flexible working practices.

We will also be profiling some of our current Candidates, to give you a taste of the high-calibre staff available locally, who can help you continue to deliver quality service in a cost effective way.



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FWS Limited began trading in October 2008. Set up by Andrea Dudley-Owen and run together with Sarah Winsall, both have over 20 years experience in Finance and Administration between them, with professional qualifications to match.

Having been in Client services in the Trust and Insurance sectors, both Andrea & Sarah know that strong Client relationships are built upon a continuous, professional and responsive service. We believe that loyal Clients are fundamental to the success of a business and any interruption to this relationship can result in losing goodwill and ultimately custom.

To this end Andrea and Sarah's genuine belief in the values of

flexible working set them apart in the market. Flexible working not only benefits businesses but employees and ultimately the Island as a whole.

FWS Ltd specialises in recruitment and consultancy services, with the aim of promoting flexible working practice in Guernsey. Though not exclusively, our Candidates are searching for part-time and/or flexible positions. They are always experienced, skilled and often locally qualified people.

Specialist consultancy skills enable FWS Ltd to advise and support companies who want to restructure and introduce or enhance flexible working practices.

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flexible working solutions



How Can Your Business Benefit From Flexible Working?

- Increase in rates of **staff productivity & efficiency**
- Staff morale increase as does **job satisfaction**
- Decrease in **commuter traffic** as "peak times" disappear
- **Cost benefits** for companies where employees work **remotely, hot desk or job share**
- Increase in **core hour cover** where working times are staggered
- Increase in experienced labour pool available to companies
- Retention rates increase and recruitment costs reduce as staff loyalty increased
- Business is able to attract skilled workforce as reputation improves
- **Greater continuity** of staff, as, more flexibility is offered.
- Increase in **customer satisfaction and loyalty** as a result of the above.
- Improvement in **competitiveness, versatility** shown in recruitment reflects the same in **overall business vision**.
- Better work-life balance has a **positive impact** on employee relations, motivation & commitment.

Flexible Working: Exploding the Myths

"Only senior members of staff are suited to flexible working"
– FALSE

Job and employee suitability are key issues when looking at flexible working not seniority. If neither job role nor the individual are suited, then remote working, flexi-hours, job share or any other kind of flexibility will not work.

"Part-timers contribute less to the output of a business" – FALSE

Employers working less than full-time are as productive and sometimes more so than their full-time counterparts because they feel a peer pressure to fully devote each working hour to work duties. They are conscious that they have less time in which to get their work done.

"Full-timers provide support cover when part-timers finish"
– TRUE

Full-time colleagues do cover certain aspects of the workload, such as answering and fielding telephone calls, this is as expected for any employee. If job share is employed then there is no need for full-timer colleagues to cover. Job & duty suitability are again key to ensuring that work does not regularly need picking up by full-time colleagues.

"Flexible working needs top-down support" – TRUE

Flexible working has suffered negative press often due to poor implementation and a lack of communication of the principles and benefits for employees as well as the business. If top management buy into the idea, it is easier to cascade this through an organisation than to push it up from the grass roots.

"There are unworkable IT/data protection issues for remote workers" – FALSE

IT and Data protection are constantly evolving. Data protection is a basic premise of IT services these days even for the home user. Any reputable IT Consultant will be able to advise on the variety of data protection and secure shared environments which are available to assist and enable flexible working practice, such as remote access.

"Our Clients want to deal with full time, core hour employees"
– MAYBE TRUE ...

but do they really? Most Clients want continuity of quality service first and foremost. If they know the availability of their contact they will ensure that they use them during this time. Flexi-hours, remote working and out of hours can all extend the availability of service which is invaluable especially when dealing with overseas Clients.

Source of Statements: taken from various local businesses as to reasons why flexible working wouldn't work in their organisation.

The Client

Marlborough Trust Company (MTC)

■ One of the fastest growing trust companies in Guernsey. Energetic, vibrant, forward thinking and pro-active – just some of the words that we use to describe the culture of this locally owned and run organisation. MTC stand out from the Fiduciary crowd with great combination of relaxed management style and a high standard of professionalism. They were looking for a Senior Administrator to assist the Team; we introduced MTC to one of our Candidates.

The Candidate

Kim Miller

■ A trained and experienced Trust professional, with a focused work ethic, Kim is also a mother of three. With her excellent skills base and experience built up over 10 years, Kim wanted to return to work using some of her spare time now that the children are more independent. Kim asked us to represent her and search for a position with a reputable Employer who would allow her flexibility and reduced hours in exchange for her diligence and expertise in Trust Administration.

We introduced both parties to each other and here is...

The Verdict



Nick Hannah, Managing Director, MTC

"As an organisation we strive to ensure that we have capacity to deal with client administration without working our staff too hard. Our practically non-existent staff turnover is testament to this - but with strong new business flows we constantly need to monitor administration capacity and, on occasion, act quickly to increase resources in that area. FWS delivered a speedy, professional answer to our problem and we were delighted to welcome Kim to the team."



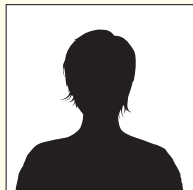
Kim Miller, Senior Administrator, MTC

"I had really loved my time as a full time mum and was nervous about returning to the work environment again. My hope was to find a job where I could use the experience I had in trust administration and book keeping but with hours that would still allow me to spend time with my children. A friend told me about FWS, so I got in touch through their website. They were friendly and professional and put me at ease straight away, even happy for me to bring one of my children to our meeting. FWS had an interview arranged quickly with Marlborough Trust and I got the job. The management at MTC have created a very relaxed atmosphere where all the staff are friendly and work hard too. I really enjoy my job and feel that, although I am on reduced hours, I am still a benefit to the team."

Draw your own conclusion, but we think that these two make a pretty good match. Both Nick and Kim have found a mutually beneficial arrangement: the Client gets an experienced and focused worker and the Candidate is able to utilise their skills in a "guilt-free" flexible working environment.



Candidate Profiles



FWS0046

Mrs White – Trust Accountant

FCCA with 14 years post-qualification experience covering Insurance, Tax, & Trust. This dynamic individual is currently overseeing business operations in a large finance company and has personnel skills that make them not only a great team player but also great team leader. This Candidate is motivated, bright and with years of relevant experience will enhance any Wealth Management services team.



FWS0048

Miss Pink – HR Professional

An experienced HR professional with excellent interpersonal skills. A practical, accurate and efficient worker, driven by change and the opportunity to learn new skills. She is ambitious and adaptable with her ideal position being within a team of like-minded individuals, committed to self-development and professionalism. Currently undertaking CIPD study.

Having had sole responsibility in a managerial capacity for two retail stores as well as within the Private Sector, she has seen all aspects of personnel and client care at the front line.



FWS0043

Mr Brown – Trainee Administrator

A bright and enthusiastic young man looking to take on a traineeship in order to develop his career. With a background in Administration in the Commercial Sector and qualified with a Diploma, he is keen to do further study and be part of a multi-functional team. He displays good processing and analytical skills as well as enjoying IT where his knowledge has enabled to undertake work in areas normally reserved for technical staff. He relishes variety in his work and is available immediately.



FWS0045

Mrs Grey – Senior Secretary

A highly skilled Secretary, looking for part-time work. Experienced in Legal and more recently in Public sectors. Varied skills including bookkeeping and cash accounting, as well as administration litigation department support and good knowledge of banking operations. A professional and dependable lady with a warm personality and good people skills. A respected and capable individual able to work on her own initiative who'll prove a really useful person to have on board your team.

Have these profiles whet your appetite?
...If so, then please check out more of
our exciting candidates at
www.fws.gg/candidatesonshow

Look out for our next Issue in the Autumn when we will be exploring the importance of effective implementation of flexible working practice and equal opportunities in the workplace.

If you don't want to wait until Autumn, why not get in touch sooner and discuss any related issues in more detail.

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