



Title	Permanent Recruitment Services
Reference Number	2022-1916-PERMRECRUIT-MP-NG-MW
Start Date	01/09/2022
End Date	31/08/2025
Duration	2 Years (possible extensions to 31/08/2025 or to 31/08/26) UPDATE The University have taken up the first extension to 31/08/2025.
Pricing	As per below schedules. Adjustments are only available via Formal Contract Variation (see contacts below to discuss)
Contract Owner	Directorate of People and Organisational Development (P&OD) <ul style="list-style-type: none"> • Michael Platt, Talent Acquisition Manager: michael.platt@manchester.ac.uk • Jessica McGee, Talent Acquisition Co-ordinator: jessica.mcgee@manchester.ac.uk • Sophie Sedgley, Talent Acquisition Co-ordinator: sophie.sedgley@manchester.ac.uk
Procurement Contacts	Central Procurement Office (CPO) <ul style="list-style-type: none"> • Mark Worrall, Senior Procurement Officer: mark.worrall@manchester.ac.uk
Recruitment Categories	<ul style="list-style-type: none"> • Lot 1 Administrative and Clerical Roles • Lot 2 Ancillary Roles • Lot 3, 4 ARE NOT USED ON THIS CONTRACT • Lot 5 Corporate and Professional Roles • Lot 6 Data, Digital and Technical Roles Full details of suppliers and lots are provided in Schedule 1 below.

Contract Scope

A formally contracted panel of recruitment agencies to provide permanent staff for use across the University. The contract is split into several lots to provide permanent staff across a range of areas and pay bands. The Directorate of People and Organisational Development will advise when it is appropriate to use this contract and details of how to do so are provided below.

Contracted Suppliers

All suppliers have been appointed following a formal competitive process. Suppliers have been evaluated to determine their suitability in respect of their economic and financial standing, their technical and professional capacity (including any relevant certifications etc.) and their ethical practices. All suppliers have signed up to acceptable terms of business and have provided highly competitive pricing (detailed in Schedule 1 below) that offers value for money to the University.

Supplier services

Agencies will provide the following services:

- Supply candidates with the required skillset as outlined in the selection criteria of a job position description and who are a good cultural fit with the University of Manchester.
- Advertise and recruit to positions within an agreed timeframe and following a job brief discussion with the University of Manchester hiring manager.
- Test candidate suitability through evidenced competency based interviewing and skills testing before providing a shortlist of candidates to the University of Manchester hiring manager.
- Conduct all relevant employment screening checks in line with the University of Manchester Employment Screening Procedures.
- Produce monthly usage reports as prescribed by the University of Manchester. The agency will be subject to regular audit checks.

Using the contract

To use this contract please contact the Recruitment and Talent Acquisition Team to discuss your resourcing requirements and the use of external recruitment agencies via email at People.Talent@manchester.ac.uk.

If the agencies on this contract are not suitable for your requirements, you can only use an alternative agency after receiving approval from the Directorate of People and Organisational Development by following the process detailed in Schedule 3.

Placing an order

Once you have chosen a candidate you must inform the Talent Acquisition team of the successful candidates' details by emailing People.Talent@manchester.ac.uk. The Talent Acquisition team will then raise a formal purchase order with the recruitment agency for the appropriate value to ensure that the correct pricing is provided. Accounts Payable will not process invoices without a purchase order number.

Contract performance and feedback

This contract is formally managed and monitored to ensure it, and the agencies on it, are performing as per the agreement. If you have any issues you should raise them with the Directorate of People and Organisational Development as detailed above.

Attachments with particulars

Schedule 1: Lot fee and pricing structure details

Schedule 2: Refund fees as a result of candidate no longer in employment

Schedule 3: Request for formal approval to use non-contracted agencies to recruit permanent staff

Schedule 1: Lot details

Lot 1 Administrative and clerical roles

This lot is designed to cover office based support staff as well as clerical style support roles such as library staff, data entry, invigilation staff and summer admissions vacancies, including call handlers.

Fee Structure

The fees shown below are the contracted rates and they are the maximum that the agencies can charge. Following contact with the agencies, the Recruitment and Talent Acquisition Team may obtain reduced pricing for that particular piece of business accordingly.

Lot 1 - Administration/clerical roles salary up to £30,000

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	9%	9%	9%	9%
Blue Arrow	10%	10%	10%	10%
Brook Street	8%	8%	8%	8%
GI Group	13%	15%	16%	16%
Pertemps	8%	8%	8%	8%
Reed	12.50%	12.50%	12.50%	12.50%
Aspire – Grades 1-6	15%	15%	15%	15%

*If the agency contract is extended

Lot 1 - Administration/clerical roles salary £30,001 and over

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	10%	10%	10%	10%
Blue Arrow	12.50%	12.50%	12.50%	12.50%
Brook Street	11%	11%	11%	11%
GI Group	15%	15%	16%	16%
Pertemps	10%	10%	10%	10%
Reed	12.50%	12.50%	12.50%	12.50%
Aspire – Grade 7	16%	16%	16%	16%
Aspire – Grade 8	17%	17%	17%	17%

*If the agency contract is extended

Lot 2 Ancillary roles

This lot covers the full range of traditional ancillary and operational staff, as well as including hospitality and event staff, waiting staff, front of house, retail staff, nursery workers, laboratory workers and cloakroom staff.

Fee Structure

The fees shown below are the contracted rates and they are the maximum that the agencies can charge. Following contact with the agencies, the Recruitment and Talent Acquisition Team may obtain reduced pricing for that particular piece of business accordingly.

Lot 2 - Ancillary roles salary up to £30,000

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	9%	9%	9%	9%
Blue Arrow	10%	10%	10%	10%
GI Group	11%	13%	15%	15%
Manpower	8%	8%	8%	8%
Pertemps	8%	8%	8%	8%
Reed	12.50%	12.50%	12.50%	12.50%
Aspire – Grades 1-6	15%	15%	15%	15%

*If the agency contract is extended

Lot 2 - Ancillary roles salary £30,001 and over

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	10%	10%	10%	10%
Blue Arrow	12.50%	12.50%	12.50%	12.50%
GI Group	13%	15%	15%	15%
Manpower	11%	11%	11%	11%
Pertemps	10%	10%	10%	10%
Reed	12.50%	12.50%	12.50%	12.50%
Aspire – Grade 7	16%	16%	16%	16%
Aspire – Grade 8	17%	17%	17%	17%

*If the agency contract is extended

Lot 5 Corporate and professional roles

This lot covers a wide range of more senior staff across HR, Finance, Procurement, Marketing and Communications, Legal, Project Managers, Head of Department roles, and Senior and Executive roles. It also includes roles in the training/learning and development space, and roles within Estates such as Programme Managers, Estates Managers, Estates Professional Services roles, and bibliographic and content managers.

Fee Structure

The fees shown below are the contracted rates and they are the maximum that the agencies can charge. Following contact with the agencies, the Recruitment and Talent Acquisition Team may obtain reduced pricing for that particular piece of business accordingly.

Lot 5 – Corporate and professional roles salary up to £40,000

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	10%	10%	10%	10%
Pertemps	8%	8%	8%	8%
Reed	15%	15%	15%	15%
Aspire – Grades 1-6	15%	15%	15%	15%

*If the agency contract is extended

Lot 5 – Corporate and professional roles salary £40,001 and over

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	12%	12%	12%	12%
Pertemps	10%	10%	10%	10%
Reed	15%	15%	15%	15%
Aspire – Grade 7	16%	16%	16%	16%
Aspire – Grade 8	17%	17%	17%	17%

*If the agency contract is extended

Lot 6 Data, digital and technical roles

This lot covers the full range of IT, ITC, data, digital, cloud and technical roles. It covers the full scope from IT helpdesk staff, right through to senior IT managers.

Fee Structure

The fees shown below are the contracted rates and they are the maximum that the agencies can charge. Following contact with the agencies, the Recruitment and Talent Acquisition Team may obtain reduced pricing for that particular piece of business accordingly.

Lot 6 – Data, digital and technical roles salary up to £35,000

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	10%	10%	10%	10%
Certes	11%	11%	11%	11%
Pertemps	8%	8%	8%	8%
Reed	15%	15%	15%	15%
Aspire – Grades 1-6	15%	15%	15%	15%

*If the agency contract is extended

Lot 6 – Data, digital and technical roles salary £35,001-£55,000

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	12%	12%	12%	12%
Certes	12%	12%	12%	12%
Pertemps	10%	10%	10%	10%
Reed	15%	15%	15%	15%
Aspire – Grade 7	16%	16%	16%	16%
Aspire – Grade 8	17%	17%	17%	17%

*If the agency contract is extended

Lot 6 – Data, digital and technical roles salary £55,001 and over

Agencies (Top scoring agency highlighted in purple)	Year 1	Year 2	Year 3	Year 4 *
	01.09.2022-31.08.2023	01.09.2023-31.08.2024	01.09.2024-31.08.2025	01.09.2025-31.08.2026
	Agency fee (% of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)	Agency (fee % of salary excl. VAT)
Adecco	14%	14%	14%	14%
Certes	11%	11%	11%	11%
Pertemps	10%	10%	10%	10%
Reed	15%	15%	15%	15%
Aspire – Grade 7	16%	16%	16%	16%
Aspire – Grade 8	17%	17%	17%	17%

*If the agency contract is extended

Schedule 2: Refund fees as a result of candidate no longer in employment

If a permanent candidate leaves the University of Manchester within three (3) months of the date of commencement, the University are entitled to a percentage refund which is detailed within the fees below. Alternatively the hiring manager may wish to negotiate and allow the agency the option to find a replacement free of charge within an agreed timescale. This should be agreed at a local level on a case by case basis.

The replacement options below apply under the following conditions:

- Permanent placement fee has been paid by the University within 30 days of date of invoice; and
- The University has notified the agency in writing within 7 days of the occurrence of a candidate departure.

Lot 1 Administrative and clerical roles

Agencies	Months in continual employment			
	Non Commencement (% of fee refunded excl. VAT)	Within 1 month (% of fee refunded excl. VAT)	Within 2 months (% of fee refunded excl. VAT)	Within 3 months (% of fee refunded excl. VAT)
Adecco	100%	80%	50%	20%
Blue Arrow	100%	50%	30%	10%
Brook Street	100%	75%	50%	25%
GI Group	100%	75%	50%	25%
Pertemps	100%	100%	50%	25%
Reed	100%	75%	50%	25%
Aspire	100%	75%	50%	25%

Lot 2 Ancillary roles

Agencies	Months in continual employment			
	Non Commencement (% of fee refunded excl. VAT)	Within 1 month (% of fee refunded excl. VAT)	Within 2 months (% of fee refunded excl. VAT)	Within 3 months (% of fee refunded excl. VAT)
Adecco	100%	80%	50%	20%
Blue Arrow	100%	50%	30%	10%
GI Group	100%	75%	50%	25%
Manpower	100%	75%	50%	25%
Pertemps	100%	100%	50%	25%
Reed	100%	75%	50%	25%
Aspire	100%	75%	50%	25%

Lot 5 Corporate and professional roles

Agencies	Months in continual employment			
	Non Commencement (% of fee refunded excl. VAT)	Within 1 month (% of fee refunded excl. VAT)	Within 2 months (% of fee refunded excl. VAT)	Within 3 months (% of fee refunded excl. VAT)
Adecco	100%	80%	50%	20%
Pertemps	100%	100%	50%	25%
Reed	100%	75%	50%	25%
Aspire	100%	75%	50%	25%

Lot 6 Data, digital and technical roles

Agencies	Months in continual employment			
	Non Commencement (% of fee refunded excl. VAT)	Within 1 month (% of fee refunded excl. VAT)	Within 2 months (% of fee refunded excl. VAT)	Within 3 months (% of fee refunded excl. VAT)
Adecco	100%	80%	50%	20%
Certes	100%	50%	25%	10%
Pertemps	100%	100%	50%	25%
Reed	100%	75%	50%	25%
Aspire	100%	75%	50%	25%

Schedule 3: Request for formal approval to go outside this contract to recruit permanent staff

The Directorate of People and Organisational Development is responsible for processing and approving all requests from Faculties and Divisions seeking exemption from using the above contracted list of agencies. An exemption will only be considered in exceptional circumstances where the recruitment agency panel are unable to provide candidates due to the specialised nature of a role.

Requests for an exemption are considered on a case-by-case basis and a requesting Faculty or Division must be able to demonstrate that the recruitment agency panel cannot provide a suitable candidate. Placements should not be confirmed or agreed with alternate agencies until an exemption is approved by the Directorate of People and Organisational Development. For further information please contact Michael Platt – University of Manchester Talent Acquisition Manager michael.platt@manchester.ac.uk.