

temper



5 steps to filling open shifts:

best practices for flexible staffing

Plan your staffing with confidence in 5 simple steps

Today's hospitality sector is struggling with a significant shortage of personnel, and not only during peak times. While this is largely due to the tight labour market, the needs of today's workers are also changing. We now live in a world in which young talent increasingly chooses to combine part-time work with travel and studies. This next generation of workers wants to determine, for themselves, the right balance between studying, earning money and doing their own thing.

But where can you access this new generation of workers? How do you ensure the best balance between flexible work and your permanent staff? And what are the emerging ways to source and recruit flexible staff?

In this white paper we discuss 5 steps that will help you to plan your staffing needs with confidence, through effective deployment of flex workers.

Pressure on staffing, and **challenges** for schedulers and planners

We've seen that staff shortages in the hospitality industry have reached unprecedented levels. This has led to around 45% of businesses cutting their trading hours or capacity, costing the industry an estimated £21 billion in lost revenue. In fact, according to a joint survey by the UK's trade bodies for the hospitality industry¹, staff shortages are forcing one in three businesses in the sector to close one or more days a week.

Added to this, guests have to order using a QR code instead of with the service staff, and they might even have to eat their meal in a partially closed restaurant or terrace. For the guest, this can end in disappointment, while hospitality entrepreneurs are struggling to find suitable talent. Partly because many employees have found other work over the past two years, departed the UK, or left the workforce entirely. But luckily, there is a 'new generation' of workers searching for work in a non-traditional way.

¹UKHospitality, the British Institute of Innkeeping, and the British Beer and Pub Association

What does this 'new generation' workforce want?

This new generation prefers flexibility over a fixed working pattern, with autonomy valued particularly highly. It gives them more freedom to, for example, continue their studies, travel at short notice, and engage in various different types of work. They accept the fact that they will miss out on some income, but this is offset by the extra freedom this lifestyle provides. Recruiting this workforce through 'traditional' scheduling is tough. You can tackle this faster, more easily and at a lower cost, by using flexible workers.





Make a plan: permanent and temporary

In addition to your regular team, you can use a flexible approach to absorb unexpected peaks and troughs, seasonal surges, or to bring in specific expertise. Historically this meant a combination of full-time staff, temporary workers, or employees on a zero-hours contract.

The shortage in the labour market, the changing needs of the next generation, in combination with technological advances has created online platforms for flexible staffing. In other words, new and additional ways to recruit, to quickly scale your team up and down, on demand.

The big advantage of these platforms is that you take control in the selection of candidates. The better platforms provide a user-friendly environment to make worker selection quick and easy. You publish the assignment yourself, and you decide who to hire. If you like that worker, you can shortlist them, with a 'flexpool'.

This approach is therefore very different to the traditional staffing agency model, in which you are not involved in the selection process, and have no say over staffing suitability and qualifications.



The new generation of workers knows what they want

This new generation, now about 1.5m people in the UK, has little interest in working with an employment agency. Instead, they work on a freelance basis through various platforms. For them, flexibility and autonomy are what they value the most. They do not want to, or cannot, work the same hours week in, week out.

A study by Brisker of around 1,000 employers, intermediaries and flexible workers (flexworkers) shows that the vast majority of flexworkers see major advantages in flexible working. FreeFlexers at Temper share that view. “Most people see working from 9 to 5 as ‘normal’. It’s very difficult to argue with that,” says Caroline (36). “I don’t like being tied to one employer”. Simon, one of her fellow FreeFlexers, adds: “If I log in, I can work. If I have something else to do one day, I don’t have to work. That gives a feeling of enormous freedom”. In other words, these workers do not want to work fixed hours and don’t wish to work from 9 to 5 every Saturday. They want to take control of their work-life balance. By responding to shifts that fit in with them, they take control.

Find them **online**

This group of workers is growing. Currently, platforms are the main source of income for about 1 to 2 percent of Europeans and about 10 percent working platform shifts occasionally (Eurofound). EU institution Eurofound also expects the number of platform workers to increase by 35 percent in the coming years, to around 43 million workers across the UK and the European Union.

For HR managers and shift planners struggling to match supply and demand, these platform workers are therefore increasingly vital, as a way to connect with this new generation of workers. This is where they sign up, apply for shifts and are rated on their performance. The workers also indicate exactly when and where they are available to work. You will soon notice that availability can vary per week and, of course, that is exactly what they want.



4.92 out of 5

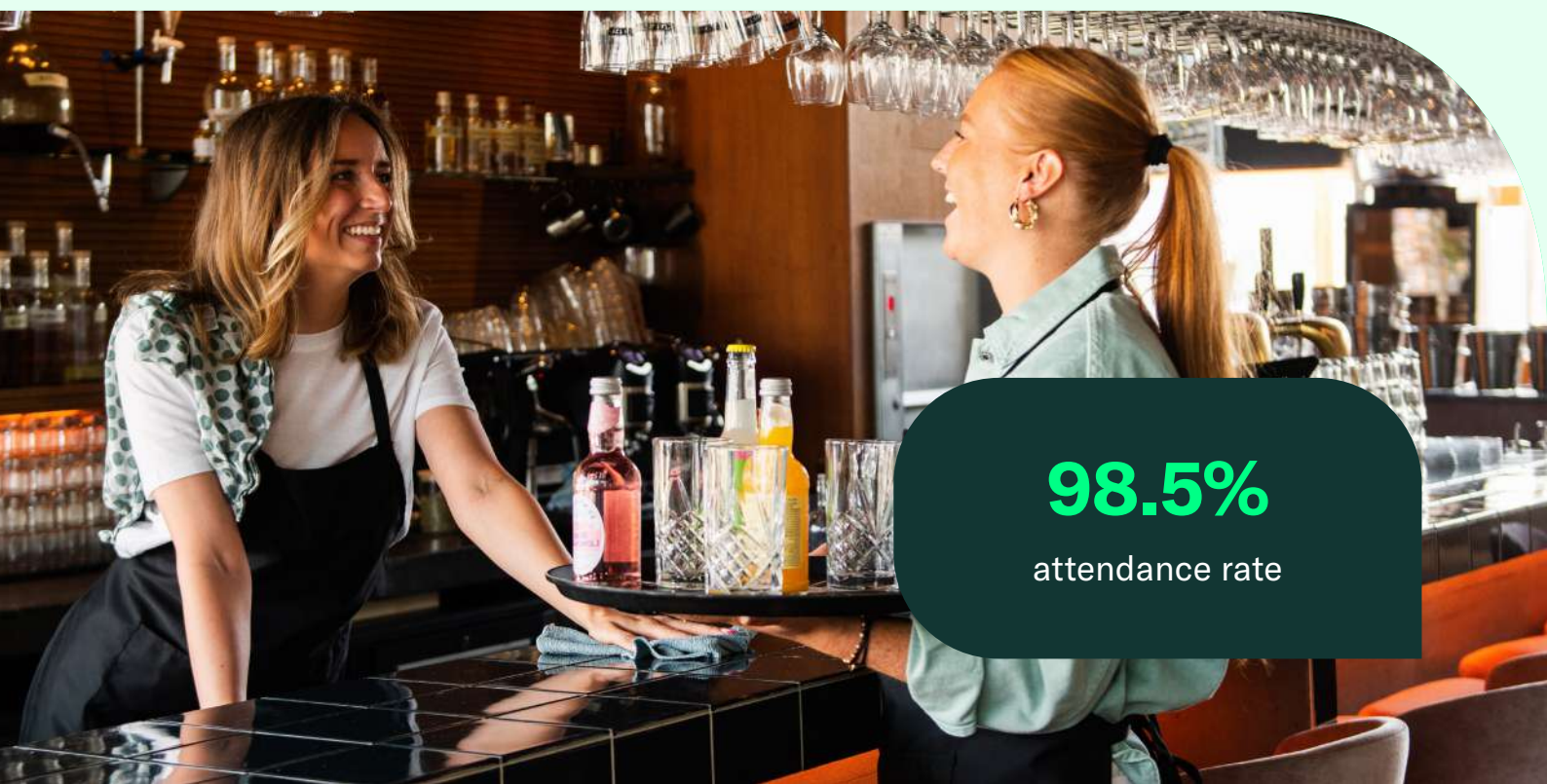
is the average rating given to
FreeFlexers by companies

Select and **rate** each other

It's a two-way street. The client chooses which profile best fits their needs and the worker in turn chooses the most attractive client. Both parties are only satisfied if the worker is available, the assignment is suitable and they have the required expertise. In addition, because the worker is self-employed, and motivated to build their reputation, they take pride in delivering high-quality work. Conversely, you, as a client, will also be assessed and reviewed by the worker. It is therefore important for both parties to put their best performance and to build a good working relationship.

Because the workers themselves, rather than agencies, are responsible for their performance - and because they receive an online rating afterwards - the attendance rate is also particularly high (**average 98.5%**). This gives you lightning-fast access to that extra capacity when you need it.

4



98.5%

attendance rate

Build a flexpool with the best people

It is often assumed that retaining people with a flexible side job is difficult - there's no permanent contract and they do not automatically return every week. But platforms also offer opportunities to 'lock in' your preferred flexible workers. One way to do that is with a 'flexpool,' to which you invite valued workers. By doing so, you, and the workers, build up a mutually beneficial 'shortlist' relationship, allowing you to fill shifts with 'known' flexible workers in no time. It is even possible to automatically accept members of a flexpool when they register for a shift.

In the early days, selecting and assessing new freelancers takes a little time and effort. However, this pays off in the long run. First, because you keep the high-performing workers close to you in the flexpool. In addition, it is valuable for colleagues who are permanently employed to have the most motivated and experienced flexible staff at their side. Our data shows that **a shift is filled 1.7x** faster when you use a flexpool than without a flexpool. In other words, once the flexpool has been formed, this saves a lot of time - precisely when it's needed



5

Within
1 hour
shifts will get their
first applications

Temper in numbers



4.92 out of 5

is the average rating given to FreeFlexers by companies.



450,000+

FreeFlexers are already finding work using the Temper platform.



Within 1 hour

shifts will get their first applications.

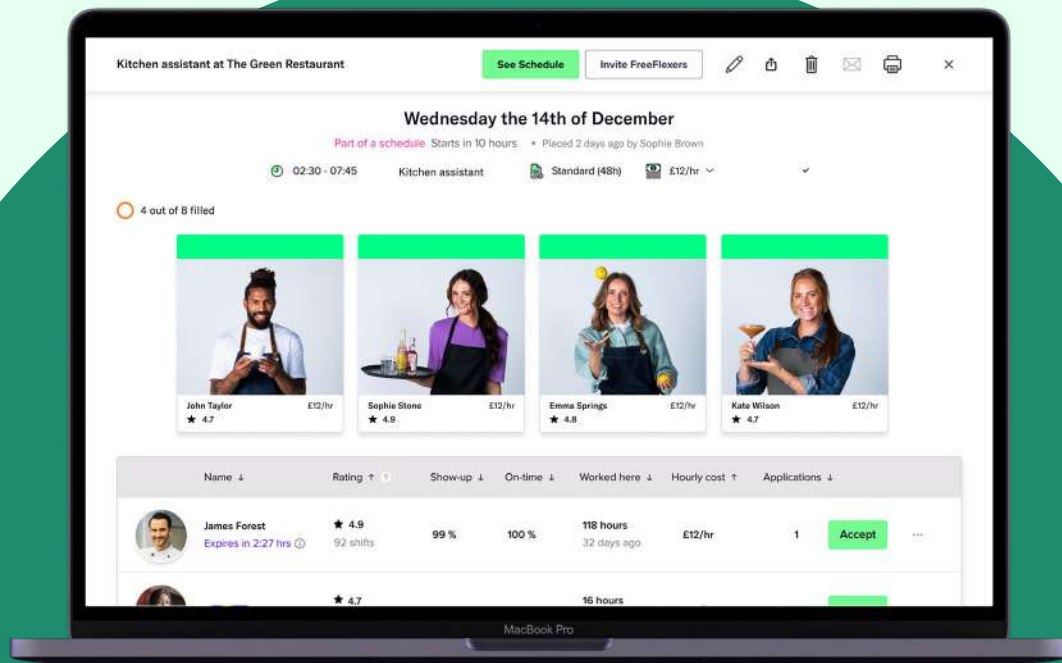


4.3 years

is the average (part-time) work experience of FreeFlexers.



Temper - the platform for flexible work.



Want to find out more?

Through Temper you can get in touch with thousands of flexible hospitality professionals - all motivated and qualified - free of charge and within a few clicks. Would you like to know more about building a flexible team alongside your permanent staff?

Email or call hello-uk@temper.works or +44 7940 514 868.
We will be happy to help you.

Alternatively, create an account immediately,
at no cost, and try it for yourself.
Go to go.temper.works/en-gb/companies to get started.