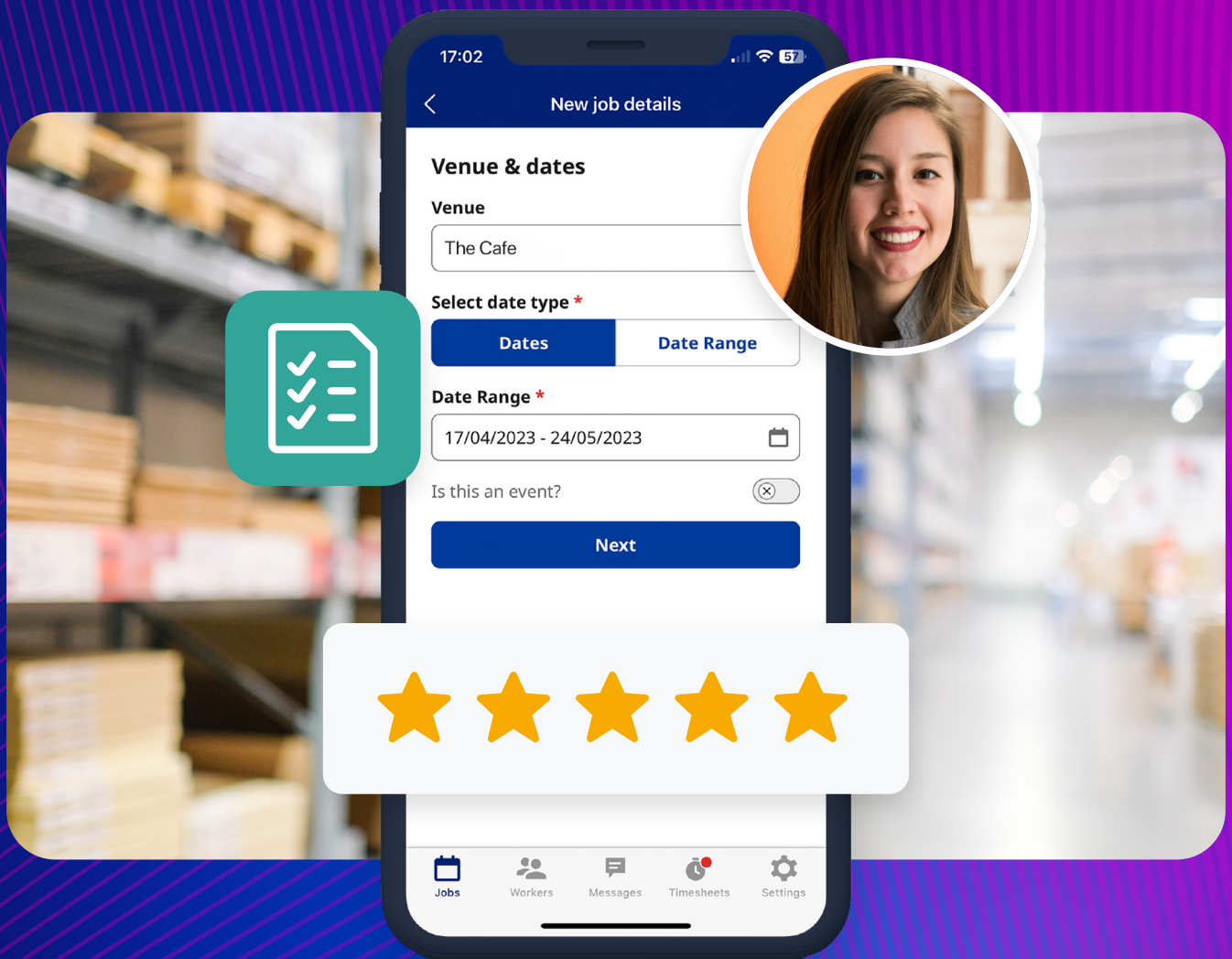




How to maximise fulfilment with the Indeed Flex platform



By making a few small changes to how you're using the Indeed Flex platform, you can **significantly improve your fulfilment rate.**

In this guide, we explore platform best practices and how you can implement them to ensure you're getting the most out of Indeed Flex.

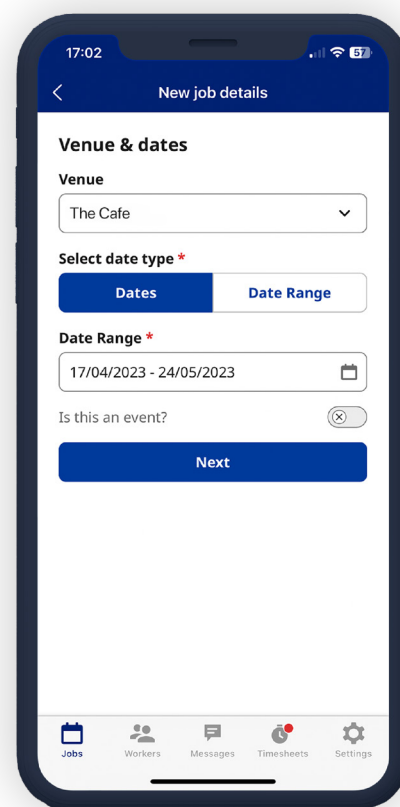
Section 1

How you post can impact fulfilment

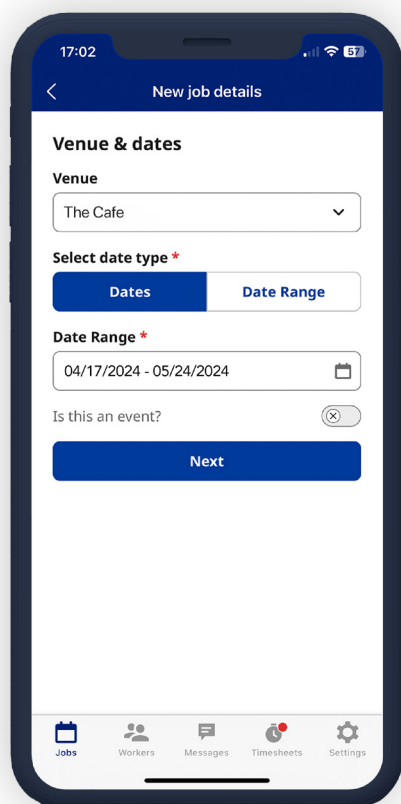
Post jobs in advance

The sooner you can get jobs posted, the more chance you have of getting your favourite top-rated workers.

Shifts posted **2+ days** in advance will increase fulfilment by up to **10%**¹



While flexibility remains a key feature, allowing job edits up to 24 hours before a shift, early posting (ideally 4+ weeks in advance) increases visibility and attracts top-rated Flexers.



Post jobs consistently

When workers see that they can be consistent members of your team, they'll be much more inclined to pick up your shifts again and again.

Experiment with posting shifts on different days to see what works best for you. You may discover that posting on a specific day enhances your fulfilment and retention rates as you're reaching new pools of workers.

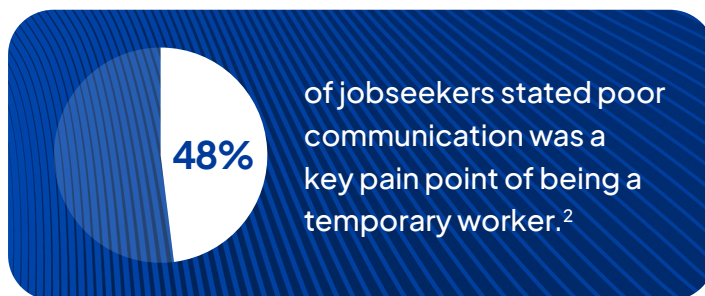
Regular posting habits:

Create consistent opportunities by posting in advance and on a regular schedule to give your Flexers the best chance to make you part of their lifestyle.

1. Indeed Flex platform data 2023

Job descriptions and templates

A detailed job description can prevent worker delays and confusion. By adding additional information, like exact location and public transport details, you increase the likelihood of Flexers applying for your role.



A recent survey found that **18% of Flexers**, who didn't return to work for a client, quoted lack of information as their reason.³

You can then seamlessly replicate previously posted roles with templates, saving you time. Job templates also ensure long-term role consistency across different venues.

Consider this:

Having fewer required skills opens up your worker pool and provides a broader range of choices for hiring. More requirements doesn't necessarily translate to better workers.

Pay rate



During peak periods with increased job openings, you'll be in competition with other employers for top talent. Enhance your fulfilment rate by aligning with industry standards for wages.

41% of jobseekers named low pay and no benefits as a main frustration when finding temporary work.⁴

Our platform data shows that fulfilment is **3% higher for shifts above £12.**⁵

2. 2023 Flexer Experience survey | 3,4. Indeed Flex Jobseeker Survey, April 2023 | 5. Indeed Flex platform data 2023

Choose the right offer option

Use our job offer options strategically to refresh your talent pool or widen your reach.



My Indeed Flex Pool

Start by offering the job to My Indeed Flex pool.

Ask your Account Manager if you want to automate this process through the Flexibility toggle.



Let Flex do the work

If the shift is within 5 days and unfilled, extend it to Let Flex do the work. Rate any new workers to add them to your pool.

Clients Doubletree have a **100% repeat worker rate** due to building out a pool of top-rated housekeeping staff, helping them achieve a **95% fulfilment rate overall**.



Section 2

5 tips for integrating temporary workers into your workforce

1. Direct messaging

Boost communication and engage new workers with the Indeed Flex instant messenger function.

2. Welcome and onboarding

Improve productivity by kicking off your employer-employee relationship with a strong induction and training program.

Our best practices:

Tailor the induction process to each role: Customise the induction process to suit the specific requirements and scenarios of each role, providing guidance on handling various situations that may arise during a shift.

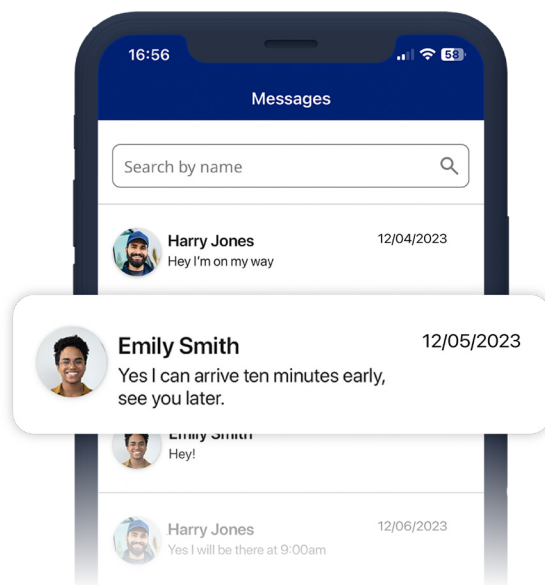
Implement a standardised orientation: Cover the site layout, facilities available and introduce them to who to report to for any assistance.

Include tool and machinery demonstrations: Demonstrate the use of all relevant tools and machinery, allowing ample time for questions and a thorough understanding.

Adopt inclusive teaching styles: Use inclusive teaching methods, structuring the induction to accommodate different learning styles and paces.

Set expectations for company culture: Clearly communicate the company's expectations for acceptable behavior, aligning with your brand values.

Complete necessary paperwork: Ensure all required paperwork is completed to confirm understanding and agreement on the role's requirements.



3. Plan for breaks

To make sure you are updated and compliant with employment regulations, please visit [Gov.uk/rest-breaks](https://www.gov.uk/rest-breaks) for more information on employment breaks entitlement.

4 things to consider when planning for shift breaks

- 1 Communicate a clear break schedule before or at the beginning of the shift
- 2 Plan breaks during the day rather than at the beginning or end of the shift.
- 3 Foster a culture of open communication where flexers feel comfortable requesting breaks as needed.
- 4 Regularly educate site managers on break policies to ensure consistent enforcement

Good to know:

If a Flexer has a condition requiring specific accommodations, we encourage you to contact your internal HR team and your Indeed Flex representative for assistance.

4. Manage shift times

- Shift times displayed on the app should always match in-house schedules
- Any changes to shift times, including potential overtime, should be communicated as far in advance as possible to avoid confusion and ensure Flexers receive accurate pay
- Analyse worker demand regularly to minimise last-minute shift changes. This allows you to be more prepared and can avoid worker frustration from being sent home early
- Where possible, communicate shift cancellations well in advance to avoid confusion or frustration

Reminder of our cancellation policy:

Any cancellations within 24 hours of the shift start time, will require you to approve worker compensation. This will be clearly highlighted to you on the platform when applicable, to ensure you have the option to approve the payment.

- Review and approve timesheets promptly so that the Flexer is paid correctly, keeping them motivated and encouraging retention

5. Recognising their hard work

Increase worker retention by giving the Flexer feedback at the end of the shift. This additional human touchpoint will make a positive impact and encourage them to return.



Section 3

Employee ratings and worker pools

Ratings keep your favourite Flexers coming back, making them a powerful tool for boosting fulfilment.

Here's what each rating means

Our system is designed for you to use 5 stars as the starting point. This is because ratings should primarily be used as a tool to build positive relationships with Flexers.

5 stars
★★★★★

You're happy with the Flexer and would have them back. This automatically adds the Flexer to your pool, meaning they get first choice of your shifts.

Although we have an extremely low no-show rate (1-2%), our platform data shows that adding a worker to your pool can both reduce your chance of a Flexer not turning up and also increase the quality of your shifts.

4 stars
★★★★☆

You're content to have them return but prefer not to offer them first choice on shifts. The worker isn't added to your worker pool and will only see your shifts if you select 'Let Flex do the work.'

Top tip: We recommend using this sparingly, as it's much quicker to fill a shift if you have more workers in your pool! If you would rather have this worker back tomorrow, instead of someone new, rate them 5 stars.

3 stars
★★★☆☆

You were not happy with the Flexer's performance and do not want them to return to your venue for any role.

Good to know: Rating a worker 3 stars or below removes them from future shifts, even if it's for a different role, and blocks their access to view any future shifts. Use the comment box to give us feedback on your experience with the Flexer so that we can offer any necessary assistance.

1 & 2 stars
★★☆☆☆

There has been misconduct or gross misconduct that you need to raise with Indeed Flex.

Rate your teams

Save time ahead of approving timesheets with our **'Rate team'** button.

Please note:

When rating a team 3 stars or lower, they will all receive the chosen rating, but workers will not be blocked. If a worker is listed as a no-show, you will not be able to rate them.


Rate & review

Rate Harry Smith's performance, so they can improve their profile and be seen by other employers

★ ★ ★ ★ ★

Describe which skills they displayed during the shift.

- ☒ Well presented
- ☒ Heavy lifting
- ☒ High volume
- ☒ Works efficiently

**Harry Smith**
★★★★★

Reporting and analytics

Utilise in-platform data and analytics to spot trends and optimise fulfilment. Your client portal provides extensive insights and detailed performance analysis for effective management of your temporary workforce.



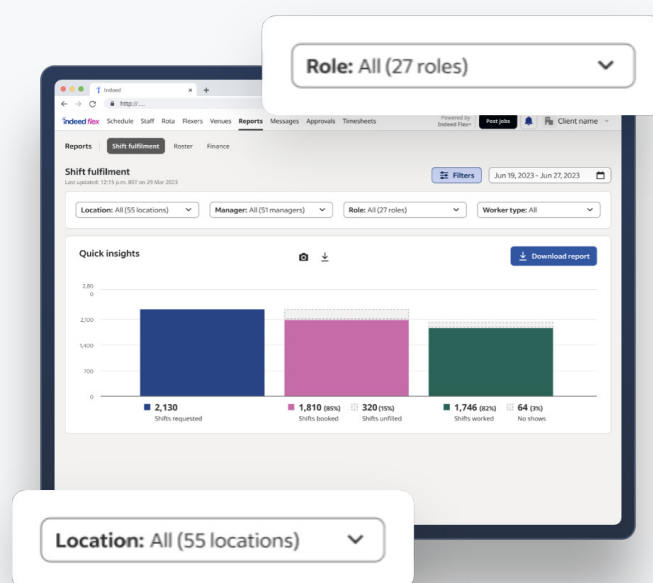
Daily roster report



Finance report



Shift fulfilment report



Checklist:

10 steps to fulfilment success

Optimise the way you use Indeed Flex with this handy checklist

- 1** Post jobs as far in advance as possible
Shifts posted 2+ days in advance will **increase fulfilment by up to 10%**
- 2** Post jobs consistently and trial different shift patterns
- 3** Use job templates that only have your essential requirements ticked to expand your hiring options
- 4** Stand out to workers by offering attractive wages – **41% of jobseekers** named low pay and no benefits as a main frustration when finding temporary work.
- 5** Offer jobs to My Indeed Flex Pool if you have built a trusted network of Flexers and use Let Flex do the work to continue to connect with the best candidates
- 6** Use direct messaging to keep Flexers engaged and up-to-date
- 7** Set up a welcome and onboarding process to kick off the working relationship in an efficient way
- 8** Give Flexers feedback at the end of the shift to leave a positive, lasting impression
- 9** Rate your workers and build a trusted worker pool to ensure your favourite Flexers keep coming back – Doubletree has a **100% repeat worker rate** due to building out a pool of top-rated housekeeping staff, helping them achieve a **95% fulfilment rate** overall.
- 10** Take a look at the in-platform reports and analyse the data to track fulfilment trends

As always, if you have any questions or need some more support on fulfilment, **please reach out to your Account Manager.**