

Telework Association Newsletter: 25 February 2008

NEWS

EASIER INTEGRATION OF REMOTE WORKERS AND BRANCH OFFICES

3CX has announced the release of version 5.1 of 3CX Phone System for Windows. The latest version of the award-winning IP PBX has an integrated 3CX Tunnel which simplifies firewall configuration by channeling all VoIP traffic over a single port; making it easy for remote workers to connect to their company's PBX and for Network Managers to connect different remote PBX systems between them. Traditionally, firewall configuration for remote SIP / VoIP systems and/or extensions can represent a challenge, because it requires many open ports.

Nick Galea, CEO at 3CX said: "We know how important it is for businesses nowadays to have remote workers and branches seamlessly integrated to their company's phone system, and the addition of the 3CX Tunnel to 3CX Phone System for Windows facilitates this process. The 3CX Tunnel, unlike other similar tunnelling protocols, is not proprietary and can be used with popular VoIP softphones and hard phones. This is ideal for businesses, as they can use a variety of telephone options with their IP PBX depending on their needs and budget."

CUSTOMER SERVICE AWARDS – TIME TO GET YOUR ENTRY IN!

The National Customer Service Awards is open for entries. Now in its ninth year, the Awards continue to celebrate success stories and developments in customer service and promote excellence, best practice, and innovation in the industry.

The 28 categories range from individual awards to team awards to awards recognising innovation and excellence and are expected to attract hundreds of entries from companies from the full spectrum of industry sectors. All of whom will showcase their work and demonstrate how they are improving customer service within in their organisations.

The close for entries is 15 May 2008 after which the judging panel, made up of key customer service practitioners, award sponsors and members of professional bodies, will select the finalists to attend a presentation session. Don Hales, founder and chairman of the Awards, will head the panel who are from a wide selection of industry sectors and of director, manager and consultant level.

All winners will be announced at the Awards Ceremony on Tuesday 23 September 2008 to be held at the Grosvenor House Hotel, Park Lane, London. The Awards are a great motivational and positive benchmarking tool for all involved giving both teams and individuals a real sense of achievement.

For further details and to enter go to www.customerserviceawards.com

SHOULD AGENCY WORKERS HAVE SAME EMPLOYMENT RIGHTS?

With a Parliamentary private members bill seeking to give agency workers the same employment rights as permanent employees having its second reading last Friday, and possible agreement on the stalled EU Temporary Agency Workers Directive on the horizon, the Chartered Institute of Personnel and Development (CIPD) published the findings of a CIPD/KPMG survey of employer opinion on increased rights for agency workers and the likely impact of the proposed EU Directive.

The survey of more than 1500 employers finds employers divided on the principle of equal rights for temporary agency workers and how long agency workers should have to work for an employer before qualifying for the same rights as workers on permanent contracts. More than 1 in 4 employers (27%) responding to the survey are of the opinion that agency workers should never qualify for the same rights as permanent employees. But 1 in 5 (21%) think that agency workers should be given the same 'pay and contract of employment' conditions from the first day of employment with a given employer. In all 1 in 3 (35%) think this should apply within the first six months of employment, while a further third prefer a qualifying period of at least six months.

However, the survey findings also suggest that increased rights for agency workers could mean fewer jobs in the economy overall and block an important pathway into work for many jobless people. Almost half (47%) of responding employers think the Agency Workers Directive would make the process of hiring agency temps more bureaucratic while 61% think it will increase labour costs. Well over a third of employers (37%) think the Directive would have a negative impact on their organisation with 2 in 5 (39%) saying it would have an effect on recruitment. Of the latter more than two thirds report that they would hire fewer agency temps though one third expect that as a consequence they would hire more workers on permanent contracts. Overall 29% of responding employers think that increased employment rights for agency workers would make it less likely that agency temps would be hired as a means of selecting recruits for permanent positions.

In light of the survey findings the CIPD contends that public policy debate on increased rights for agency workers should focus on the practicalities – especially the matter of the most appropriate qualifying period - rather than the principle at issue. In this respect the survey lends weight to the Government's cautious stance toward both the Parliamentary private members bill and the proposed EU Directive and endorses the plan to establish an independent commission to examine the practicalities and potential economic risks.

Mike Emmott, Employee Relations Adviser at the CIPD, comments: "If agency workers are to be given the same rights as permanent employees it is crucial that we get the detail right. Our latest survey findings suggest that a qualifying period of at least six months is necessary to command the support of employers. However, with over a third of employers believing the agency workers directive will have a negative impact, the proposed independent commission will need to work hard to consider the risks associated with this policy if it is to allay employer concerns."

Commenting on the potential economic impact of increasing rights for agency workers as identified by the survey the CIPD's Chief Economist John Philpott said: "With three quarters of organisations reporting that they make use of agency staff, increasing the rights of these workers is likely to have a significant impact on labour costs and recruitment practice. The survey findings suggest an overall negative effect on jobs in the UK with fewer jobs for agency workers only partly offset by more workers being hired on permanent contracts. Though people who continue to find employment as agency workers would be better off, the policy would make it somewhat more difficult for jobless people to take the agency route into the workplace. By comparison with the jobs effect the likely impact on workplace flexibility and productivity would appear to be less significant since employers would still have the option of hiring agency staff albeit at higher cost. A key task for an independent commission will be to examine how sensitive are these potential impacts to different qualifying periods."

Rachel Campbell, Head of People Management at KPMG, said: "Where agency workers are concerned, there is clearly a need to focus on what sensible measures can be taken to ensure unscrupulous employment practices are prohibited. However, the survey indicates the extent of concern felt by many employers at the prospects of further legislation. Greater detail about the proposals will be needed to mitigate these concerns and to ensure that any measures do not increase bureaucracy and still maintain the benefits and flexibility that agency workers give our economy. "

WORK OPPORTUNITIES

MARKET RESEARCHERS

The Survey Shop is recruiting experienced market research telephone interviewers for both daytime or evening work.

The rate of pay is £6.24/hr for consumer surveys (evening and weekends), £8.32/hr for business surveys (carried out during normal office hours) plus holiday allowance.

All the work is market research only - asking people their opinions, there is no canvassing or selling. Full support is given, and the hours are very flexible.

The Survey Shop conducts both UK and global research for a wide-range of blue chip and government clients.

You should be someone whom others are happy to talk to, have a clear voice, and good communications skills. You will be home based and will need a landline phone.

Apply online at www.thesurveyshop.com/online or call 0800 849 7170

PROJECT MANAGER, PRINCE2

This is a truly unique opportunity to join this successful high tech market leader. It is an excellent time to join them as they go from strength to strength with their leading edge voice solutions in the contact centre integration / intelligent voice recognition sector. Due to their ongoing success they have the need to recruit an experienced technical project manager / project team leader to deliver projects to an impressive client list. In order to be considered you will ideally have a background in software development and solution delivery (preferably including Java development environments) and a proven track record in project management and technical team leadership. Ideally you will have worked for a software company, delivering customised software solutions. Any experience in the voice recognition / speech recognition and voice integration sectors would be advantageous, especially products like Nuance, but is not essential.

Additionally / alternatively search engine experience such as google or yahoo would be very useful, but again not essential. Prince 2 or PMP certified would be a bonus.

In return my client can offer a rewarding role in a thriving high technology market sector, great career prospects as they continue to expand and competitive remuneration package. Salary negotiable dependent on experience but likely to be in region of £48-56,000 plus benefits. Flexible base location – **home based** most of time with access to Central London offices plus some travel to client site. <http://tinyurl.com/2quycx>

SENIOR BUSINESS DEVELOPMENT MANAGER - CORPORATE TRAINING

Richardson provide high-quality, proprietary Sales Training to FTSE 250 organisations world-wide. They have been training pioneers for a quarter of a century – from their early days servicing the needs of the financial community to their current multinational, multi-industry presence. Their many innovations include consultative sales and negotiations skills training, performance-based coaching and a fully interactive e-learning curriculum.

We are seeking a high-calibre individual to join our sales team. This is an opportunity to contribute to, and be part of, the growth of Richardson's European operations. Reporting directly to the Managing Director, this role has a high degree of autonomy (the role is **home-based**).

Promoting the full range of Richardson products, you will develop and manage new and existing FTSE 250 client relationships within the corporate banking, technology and professional services sectors. You should be able to offer the following:

- A successful track record of putting together complex sales solutions at senior level within FTSE 250 type organisations
- Knowledge and contacts within the Corporate Banking, Technology (B2B) or Professional Services markets
- The ability to demonstrate a consultative approach to sales, and to offer a creative contribution to the growth of the business
- Solid awareness of training & development issues
- A confident, polished and naturally proactive individual

We are offering a highly competitive salary comprising of a high basic (£45k-£55k) with an uncapped OTE of £70k-£80k. Earning potential is considerably higher as our sales targets are highly achievable. <http://tinyurl.com/2vok3n>

STATISTICAL PROGRAMMER

Global, forward thinking Contract Research Organisation looking for a Statistical Programmer. Flexible working hours and location make this an appealing role as well as extensive career development. Opportunity to consult on statistical programming requirements sponsored by pharmaceutical, biotechnology or medical device companies.

Role:

- Uses SAS/GRAPH, SAS/BASE, SAS/MACRO, and SAS/STAT and other analysis software in producing tables, listings and figures for the statistical reports to be generated and submitted to the sponsor.
- Uses data step, merge/set array processing, formats/informats and functions (including numerical, character, date time and datetime functions, etc.) to manipulate and validate clinical data.
- Assists in the creation of Oracle or oracle clinical databases.

Skills, qualifications & experience:

- Requires a BA/BS in Maths, Science, Biotechnology, or equivalent related experience, with at least 1 year's statistical programming experience
- Contract Research Organisation experience
- Strong SAS programming skills and experience in personal computer environments are essential

Flexible working hours. Potential to be **home based**. Salary negotiable.

<http://tinyurl.com/2w2z6b>

PROJECT MANAGEMENT: DATA MANAGEMENT

Globally successfully company offering the ideal candidate a competitive salary and flexible working environment for a Project Management position within Data Management. European candidates considered. Role:

- Lead the data management activities on multiple projects.
- Facilitating tasks with the centralised data management teams and interfacing with the client and project team.
- Serve as the primary data management representative during the business development process.

Qualifications:

- Degree level qualification (Masters preferred).
- Proven skills with the industry standard clinical data management systems, Project Management skills an advantage.
- Strong sponsor interaction skills required.
- Prior experience in CRO environment.

100% **work at home** benefit. Salary £35,000 - £40,000 basic plus car.

<http://tinyurl.com/2lvr8e>

SALES AND MARKETING ASSISTANT

A fantastic opportunity has arisen to join a dynamic professional services company, as a Sales and Marketing assistant to be **based from home**. This role will be to generate support to a team of 35 consultants based around the UK in a rapidly expanding company. The ideal candidate for this role will be a highly motivated individual who has the ability to work alone or as a key member of a team. Key responsibilities are:

- Assist with client financial and industry research
- Organisation of the company's events
- Management of PR including organising of marketing material and arranging all meetings
- Ensure that all responsibilities, activities, and actions add value to the company.

This is a great opportunity for someone who is looking at a successful career in Marketing and has strong administration and database skills. Salary up to £24,000. <http://tinyurl.com/2wj1ch>

SCIENCE OFFICER

A fantastic opportunity has arisen for a recently qualified Nutritionist, dietician, nurse or related professional to join this well established household name as a Science Officer **based from home** in Birmingham with Travel to London once a month. The applicant needs to have sound scientific understanding of nutrition and/or nursing. Understanding and experience of the NHS is preferred. Some understanding of probiotics would be useful, but full training will be given in house.

The applicant will need to spend regular periods in the London office - for training, reporting and key project activities Further requirements: ·

- Good interpersonal skills ·
- Ability to prepare and give interesting presentations ·
- Ability to explain scientific concepts clearly ·
- Ability to work independently, but to report and liaise with UK science ·
- Good experience of Word, Excel, PowerPoint ·
- Valid driving license ·
- Experience and understanding of nutrition, NHS, infection control

Job Description: ·

To develop a network of HCP and scientific contacts, focussing in the Midlands area. ·

- To establish a schedule of educational seminars for HCPs and other target groups. ·
- To identify and attend conferences and health care initiatives, and disseminate scientific literature.
- Additional duties may be required, supporting key project activities, working with the science team at company HQ.

Salary £25,000. <http://tinyurl.com/3yw23u>

CAD OPERATOR

Working for a National Managed Services Company you will be reporting to the Senior Project Manager and supporting the Project Management Team on a national based account for an international information technology services company You will own, deliver and develop the CAD Service to deliver best practice to the client and manage a central CAD drawing archive facility You will support the project management team to create legally compliant space layouts, maximising efficiency. Key Responsibilities:

- Creation of legally compliant space layouts, maximising efficiency
- Management of the CAD archive facility
- Management of central printing facilities

- Client & Customer Satisfaction – Establish and maintain excellent working relationships based on open and honest communication with both client representatives and internal customers to ensure confidence in our service and to present a credible and professional image
- Develop, manage and maintain service and growth plans - Through effective monitoring and analysis of the service provided identify opportunities for innovation and change that enhance and improve our service offering or that create new business opportunities
- Management - Manage and, where appropriate, deliver services in accordance with performance criteria, targets and service level agreements to ensure customer expectations are met or exceeded Quality - Deliver what was promised, on time and with no/minimal impact to business continuity
- Scope - Develop and agree a comprehensive brief of the work needed and ensure the appropriate internal charge codes are utilised.

Skills and Experience

- Minimum 5 years relevant experience in a corporate working environment
- Proven track record of achievement, preferably gained in a blue chip service organisation
- Working to tight deadlines in a pressurised environment
- Ability to establish and maintain excellent working relationships at a high level both internally and externally with customers and service providers alike
- Knowledge of Health and Safety procedures
- Intimate working knowledge and experience of AutoCAD software
- Excellent communication, presentation, facilitation and interpersonal skills
- Ability to interface at all levels in an organisation
- A good team player
- Able to influence and hold a position in a debate, command credibility
- Ability to use Microsoft Office software Word, Excel and Outlook essential
- Working knowledge of Microsoft Project desirable
- Clean UK Driving license

Home based. National Contract. Salary £32,000 - £35,000. <http://tinyurl.com/36hgvu>

PART-TIME TELEMARKETING CONSULTANT

People Vision is a highly successful and rapidly expanding Human Resources Consultancy based in Stoke D'Abernon (Surrey). We are seeking a Part time Telemarketing Consultant to help us with the continued growth of our company. Our office is ideally located next to Cobham & Stoke D'Abernon rail station and opposite the station car park. The role reports directly to Alyson Pellowe the Managing Consultant of People Vision. This role should be of interest to an experienced telemarketer who likes the flexibility of **working from home**.

Key tasks

- To maintain client relationships with existing clients
- To build and develop new relationships with new clients
- To source new data when needed
- To maintain the ACT database and ensure that all records are kept up to date.
- To make recommendations for new sectors and businesses to market to.
- To provide accurate weekly reporting on DMC/Appointments set
- To clean data as and when appropriate.

Person Specification.

- Needs to have a good level of knowledge of **ACT**
- Needs to have managed a variety of telemarketing appointment setting campaigns in the past in the service industry ideally recruitment or similar
- Comfortable and driven to work from home without compromise.

£10 - £11.50 per hour Plus £20.00 per appointment set. Plus £100 if a sale comes to fruition.
<http://tinyurl.com/2nao66>

SOFTWARE TEAM LEADER

An urgent requirement has arisen for a Software Managed Services Team Leader for a leading FTSE 100 organisation. The successful team leader will be required to provide leadership to the Software Managed Services Team, organise the delivery of Managed Services for the team, analyse and monitor performance. Further to this you will be required to provide resolutions to customers SIMS problems by telephone, remotely using LanDesk or by visiting customer sites.

The ideal candidate will have a sound knowledge of SIMS software and experience in an educational or school environment, desirably holding a managerial role. You should have first class communication skills and the ability to emphasise with school/ educational staff at all levels.

Home based. Salary £24,000 - £28,000. <http://tinyurl.com/3a925a>

ALLIANCE DIRECTOR – IT INFRASTRUCTURE SUPPORT SERVICES

If progression and earning potential are at the forefront of your mind then this is the position for you as it offers an Alliance Director the chance to sell infrastructure support services to an existing client. This is a relationship management sales role where the Alliance Director will purely be managing the relationship between this company and one other. This position involves looking to promote the company's capabilities as a systems integration partner on the larger convergence deals. Deal sizes are around £10million+ with sales cycles lasting 5 – 12 months. The Alliance Manager will be fully supported in this role with responsibility for virtual team management, direction of marketing resources and sales support teams.

This UK organisation is LSE listed. They have annual revenues of £2.2billion. This company was established in 1981. They now have 14 offices in the UK alone and over 9000 employees.

Key experience required:

- Applicants must have sold IT services.
- Candidates must have a proven track record of new business and account development sales.

Home based. Salary up to £70K + big corporate flexible benefits package. OTE: Up to £140K.

<http://tinyurl.com/2obfh2>

TRADE PAYMENT DEVELOPMENT MANAGER

Reporting to the sales director the purpose of this role is to develop and grow the contribution of credit information data by the client's customer & prospect base across the UK. You will utilise business development and account management sales skills in order to achieve this.

You will work to weekly/monthly contribution targets from within the client's customer/prospect base, ensure ongoing contribution from donors, ensure that file quality meets the company's technical specification on quality and is mainly commercial rather than consumer, maintain achievement of agreed productivity metrics, target and secure customers/prospects with large ledgers eg. Utilities, Banks, Large Wholesalers etc., establish strong customer relationships, manage expectations and enhance the customer experience to ensure consistent customer contact is achieved through agreed service levels. Build and maintain ongoing multi-level customer relationships across the organisation.

You must have a track record of successful structured field sales experience, demonstrating consistent individual achievement, strong relationship manager skills and demonstrated ability to communicate and influence at all levels within an organisation, proven ability to effectively manage multiple priorities and projects, proven ability to work within a matrix-managed environment, strong organisational skills and self-motivated.

Home Based UK role. Salary £30,000 commission. <http://tinyurl.com/38hkg7>