

Mary Poppins

A GUIDE FOR EMPLOYERS

INCLUDING:

- ▣ About us, how we work & our candidates
- ▣ Interviewing guidelines
- ▣ Employer' registration form

WHO WE ARE

Established in 1998, we since have become one of the leading agencies for the placement of quality childcare professionals in the Cape Peninsula and surrounds. We offer you, our valued client:

- ☐ **Experienced** consultants– each consultant has a minimum of 5-10 yrs experience in the ECD field. You are assisted by the **best**.
- ☐ Only **thoroughly** screened, experienced nannies, au pairs and childminders are registered with us. All our candidates are interviewed personally and references verified prior to interviews. Where any doubt about a candidate exists we will run a criminal check through EMPS.
- ☐ Advice to employers on all aspects of the employment process i.e. interviews, contracts etc.
- ☐ **Guarantee for 3 months**

WHAT MAKES US DIFFERENT FROM THE REST

- ☐ We offer a **Refund Policy** – please see our terms of business for more details
- ☐ We truly value our clients. Should you need another candidate from us a year or three down the line we offer a **10% discount** on all future placement fees.

WHAT OUR CLIENTS SAY ABOUT US:

Hi Adele, Thank you very much for your advice and professionalism you have shown throughout this process- Regards, Ronel

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*Hi Adele. Collette is great – I am happy with her and Mat seems to love her. Thanks very much for your help and efficient service. Regards Sally”*

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*Hi Ilse - All is well with Jan and we are delighted with the high quality and efficiency of service given by Mary Poppins - we have been busy recommending you to all our friends over the last week. All the best to you and your colleagues,
Anna McCord and Charles Meth*

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*Ilse, thank you for your prompt and efficient service. The candidate Adele Verwey is exactly what we are looking for. Frans Hugo*

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And the crowning statement from Carole Day:

You guys have no competition in Cape Town!!

We thank all our clients for their wonderful comments and compliments.

WHO ARE OUR CANDIDATES AND WHAT THEY DO?

Au Pairs (UK Nanny) Full and Part time

These candidates are usually qualified and/or experienced. The role of the professional au pair is to provide and promote a safe, loving and stimulating environment. She is also responsible for all childcare related duties and perhaps other duties requested by the family i.e. shopping, meal preparation for the family etc. A fulltime au pair works a 45 hour week on average with extra hours for babysitting/ overtime when required. Part time au pairs work anything from 15 hours or more per week. Our candidates have their own vehicles and when used on duty a **mileage rate of R2.50 per km** will be applicable.

Salaries for Au pairs can vary between R5500 and R12000+ per month depending on qualifications & experience. Rates for part time au pairs range between R50 – R65 per hour. As soon as the au pair works less than 20 hours per week the hourly rate will increase.

Childminders

Childminders are candidates that fit into a category between Domestic Nannies and Au Pairs. Some may even have a driver's license and completed a short course in Childcare. Their duties are usually 80% childcare related and 20% light housework. They usually work a 45-hour week, with extra hours for babysitting. If you require a half day childminder you will look at a rate of R30 to R45 per hour. **Salaries for Childminders** range from R3500 – R5500 (Fulltime) per month depending on experience.

Nanny Domestic

Experienced Nannies-domestics usually split their daily duties 50% childcare and 50% housework, with the understanding that the child's well-being and safety will always take preference over domestic duties. Nannies usually work a 45-50 hour week, depending on employer requirements. **Salaries for Nannies/domestics** range from R2300 – R3500 per month depending on experience.

PLEASE NOTE : Unfortunately, due to fraudulent references & many other labour issues we will discontinue recruiting and placing new nannies & Childminders on a fulltime basis. We will however still use our nannies & Childminders we have placed in the past who have proven to be honorable and trustworthy employees. Only VERY EXCEPTIONAL new nannies & childminders will be taken on to our books and only if they have been directly referred by their current employers

MATERNITY NURSES / NIGHT NURSES

These candidates are usually experienced nurses or auxiliary nurses. They work a 12 hour shift and their rate per shift varies according to experience and qualifications and whether it is a singleton, twins or triplets. Rates will increase as soon as there is more than one baby. Rates start at R450 and up to R550/R650 per shift (triplets). They are available for short and long term bookings and the temporary placement rate normally apply

Temporary Contracts - Rates & Agency commission

- Au pairs – R50 - R65 per hour.
- Domestic/ Childminders/housekeepers: R120 – R250 per day
- Maternity Nurses / Night Nurses: Maternity & night nurses has varied rates for singletons and multiples. We will indicate on CV.
- Public holidays and Sundays Double daily /hourly rates will apply if candidates are required to work on these days

- BABYSITTING on New Years eve: R100 per hour
- Longer term placements i.e. 2 months+ will be individually assessed and we will negotiate a salary that is the most cost effective option for the client. A **quote** will be issued for each temporary job booking.
- **Placement fees for temporary placements** are payable on booking of the candidate: 25% of total earnings quoted. (Over and above)

HOW WE WORK

1. Contact us to discuss your unique needs and requirements. If you are not sure about all the options available to you the consultant will suggest a few viable solutions for you.
2. Once we have established what your needs are we will forward the Employer's registration form to you. Complete and sign the registration form, read and agree to the Terms of Business and fax to 021 674 4041 at your earliest convenience.
3. The consultant will confirm with you that she has received the form. If she hasn't confirmed with you within 24 hours of receiving your registration, please resend the fax or email as it means that we did not receive it.
4. Our next step will then be to forward CV's of suitable candidates for your perusal. You will then provide us with dates/times and which candidates you wish to interview.
5. **The consultant will set up the interviews with the candidates.** If for some reason you could not get hold of us and it was a matter of urgency to meet with the candidate, you can phone the candidate directly to arrange an interview but please let us know via email or message.
6. Once the candidate/s has been interviewed we would like to hear your honest feedback. If you have not been entirely sure what it is that you are looking for, interviewing a variety of candidates can make this clearer to you.
7. Notify us immediately should you wish to make an offer of employment to one of our candidates. We will take the offer to the candidate and the client will be notified as soon as the candidate accepts the offer or wants to negotiate
8. In the interim we will send the draft contract to you for perusal and amendments where necessary. As soon as the offer has been accepted, the contract can be discussed & clarified. Any amendments to the contract must be sent to the agency as soon as possible. The agency will issue the client with a final draft of the contract for approval.
9. Two copies of the contract will be emailed, mailed or hand delivered to both parties for signatures.
10. Where possible, this should preferably take place prior to starting date of employment or within 14 days after commencement of employment.
11. A signed copy of the contract must be faxed to us.
12. The invoice will be issued on commencement of employment and is payable on that date or within 5 days of date of invoice
13. Please read the **Terms of Business** before your complete, sign and fax the application form to us.

Interviewing candidates

First Interview

Obviously a lot of your opinions will be based on **intuition**; do you like the applicant, do you feel you could trust them in your home and with your children, would you be happy having them around the house?

The following is a list of questions you may like to ask, the answers to which will help you ascertain whether the person you are interviewing is the type of candidate you are looking for. *(Obviously not all the questions will be applicable to your particular circumstances, these will depend on whether you require full or part-time, temporary or permanent, live out or live-in, and of course, the ages and number of your children.)*

- Does the applicant have formal qualifications? If so, what are they? If not, how much experience does she have?
- What are the applicant's views on safety, e.g. when out in the car / walking, bath time, medicines etc?
- First aid - does the applicant have a current first aid certificate?
- What are the applicant's views on discipline / potty training / manners etc?
- Child development / creative activities - what kind of activities do they find valuable/enjoyable?
- Television - how much television would they let the children watch / what programmes they feel appropriate for your children?
- Food - what knowledge does she have of nutritional needs? Does she enjoy cooking? Does she have any special diet herself - i.e. if they are vegetarian, will they cook meat for the children?
- What activities do you like your children to do - would they coincide with what the candidate enjoys - e.g. swimming?
- Does the applicant enjoy reading to children / what children's books have they found enjoyable / useful?
- Why is the applicant working as a childcare provider - what do they enjoy about it?
- What qualities would they consider to be important in a Professional childcare provider?
- Would this person be prepared to do the less pleasant tasks required of them - with good grace!
- Do they feel routine is important / what kind of routine?
- Does this person consider themselves to be organised / efficient / creative / resourceful / flexible
- Is it important that they should have had experience with your age of child / children
- Does this person drive, when did they pass their test, have they been driving ever since, is it a clean license, can they drive manual / automatic (ask to see their license). Is her vehicle in a good condition and reliable?
- Do they smoke - if yes, would they be prepared to sign a disclaimer stating that they be instantly dismissed if they were ever found to be or have been smoking whilst in charge of the children, whether in or out of the home?

- ☐ Are there any specific skills you are looking for e.g. experience with newborns / special needs etc
- ☐ Are they in good health - do they suffer from anything which may affect their work
- ☐ What kind of social life do they have - do they have a partner etc
- ☐ How does this person refer to their previous employer / employers - be wary of a Nanny who is rude about their previous employer or goes into unnecessary detail / breach of confidentiality - it could be you one day!
- ☐ Why did they leave their last job?

It is up to you whether you have your children around during the interview. You may prefer not to unsettle them, particularly if they are old enough to understand what is going on. You may feel that you would not be able to concentrate properly on the interview if the children are present. The disadvantages of not having your child / children present are that you cannot then judge how the candidate relates to your children and vice versa.

You may like to have someone else look after the children but for them to be brought in if you feel that the candidate is a possible employee. If your children are old enough and mature enough, you may well like to involve them in the choice of childcare provider.

You can gather a lot from the way the candidate reacts to your children and from the way your children react to the candidate. Remember also that the candidate will be very aware that she is being watched, so she may feel a little awkward - although genuine interest and ability should show through. At the end of the first interview, if you feel very positively about this person you may like to offer them the position there and then - before they get snapped up somewhere else! Many people, however, prefer to invite them back for a more informal second interview.

The Second Interview:

You may wish to invite a prospective candidate back for a second interview /trial day or a few trial hours under more relaxed circumstances. You can then observe how they are with your children and vice versa if you have not already done so. It is also a good opportunity to clarify any grey areas of the job - from sick pay to annual leave, salaries etc.

This will also provide the ideal opportunity for you to outline exactly what you would expect from her, the duties you would require her to undertake and **clarify how much initiative you will expect them to use.**

Once you have offered the candidate the position (and providing they accept the job!), we will provide you with a standard contract (meeting the Employment Act Standards) which will include an annex (two for nannies/domestic) regarding her duties. This contract should be amended and signed within 14 days of commencement of employment. This is non-negotiable and employment will be cancelled if a contract is not provided.

Both parties should sign the contract and keep copies, and a further copy should be returned to the Agency for our records.

Questions you should ask yourself after the second interview:

- ☐ Will this person fit into your lifestyle - do they come from a totally different background - does it matter. Be aware of differing attitudes towards food, manners, religion, politics, use of language, swearing etc.?
- ☐ What do they like to do in their spare time (particularly if yours is a live-in position) - will they be out at the weekends / at home watching television in the evenings - what kind of person are you after?
- ☐ Would they be prepared to carry out your requests even if they did not necessarily agree with your wishes?
- ☐ Are they mature / stable - will you be taking on another child?
- ☐ How independent are they - is it important?
- ☐ Could this person cope in an emergency?
- ☐ Are they prepared to be flexible?

We will forward the candidate's entire portfolio – CV, references, reference checks, certificates etc to you prior to the interview.

Don't Forget To Tell The Candidate The Following:

- ☐ **All the duties** you will expect them to undertake - don't be tempted to gloss over any of the less pleasant tasks - it could well cause resentment later on
- ☐ Don't be tempted either to **make false promises**, for example buying them a new car after the trial period, if you then don't or can't keep your word it could well be a cause of mistrust or resentment
- ☐ If you instinctively dislike the Nanny in the first five minutes of the interview, cut it short, you can ask them basic questions, then ask if they have any questions for you, once you have answered them briefly you can then terminate the interview.

Au Pair / Nanny hired – now what?

Our Guide on Successful Employment relationships is issued to all our clients who have employed one of our candidates

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