

SKILLS DATING CUSTOMER SERVICES

This page will help you find your way around skillsdating.co.uk.

Frequently Asked Questions (FAQs)

1. Website FAQs
2. Job Seeker FAQs
3. Employer FAQs
4. Still, have a problem.
5. Our complaints procedure policy

1) Website FAQs

General issues:

If you're experiencing problems using the **Skills Dating Net Ltd** website here are a few tips that could help:

Check that you're using a supported browser. We recommend Internet Explorer 7 or above, Firefox, Google Chrome, or Safari.

Check that your web browser has Cookies enabled. (Find out more about how to enable cookies from Google.)

If you're using a computer at work, you may find your company has firewall restrictions on your network which restrict and block some functionality. Contact your IT department for further information.

Why should I register with skillsdating.co.uk?

Online registration takes under a minute and lets you set up personalized job searches and job alerts. You tell us about the jobs you're interested in, and we will email you the latest jobs within your area of expertise and preferred locations.

I tried to create an account, but I got an error message saying the email address I was using had already been registered.

This email address is already in use. Try logging in again making sure you are using the correct email and password or try creating a new account using a different email address.

I want to reset my skillsdating.co.uk password?

To reset your password, click on Log in to My Skills Dating account link. Under the Log In the window, there is a 'Forgot Password link. This will only work if you have previously validated your account.

How can I update my details with Skills Dating?

When you've logged in to skillsdating.co.uk, click on the 'My Account' link to update your details.

I am a Firefox (Mozilla) user and I'm being asked for an SSL Certificate.

If you accept and manually download, you will be able to continue using the site.

I visited the site recently but have issues today with pages not displaying as expected.

There has been a recent update to the skillsdating.co.uk website, this will require you to clear your cache. (Find out how to clear your browser's cache.)

I've forgotten my username – how do I log in?

Your username is always the email address you registered with.

I've forgotten my password – how do I get a new one?

There's a 'Forgotten your password?' link on the login page, which will take you through all the steps to reset your password.

I would like my details removed from skillsdating.co.uk?

Please email us at admin@skillsdating.co.uk with your request.

I would like to remove my job alerts.

Log into your Account and beside each job alert you have the option to edit or delete. Use the delete option for each alert you no longer require.

2)Job seeker FAQs

How do I search for jobs?

Our job search engine has been improved to make it easier to find the right jobs for you. You can now save your searches and create job alerts based on your choices to keep you informed about the latest jobs, wherever you are.

How do I register for work?

To register for work with **Skills Dating Net Ltd** you must attend a **Skills Dating Net Ltd** office and complete our registration process face-to-face with a Skills Dating Consultant. Speak with your local office for further information by using the office locator search or apply for a vacancy using the job search.

How do I get better search results?

Provide us with as much information as possible on the search form. Try searching within different industries or professions or widening your search area. Try using different keywords to refine your search.

How do I apply for jobs?

When you find a job, you're interested in applying for we will ask you to contact the Skills Dating Consultant who is managing that position. You can either fill in your details online or give the consultant a ring. We'll take you through the next stages from there.

How do I find the contact details for my local Skills Dating office?

You can find full details for all the Skills Dating offices through our office locator.

I'd like to find a job abroad – can **Skills Dating Net Ltd help me?**

Definitely. We have teams of Skills Dating Consultants covering different countries around the world. With local market expertise and knowledge, they'll help you find your next job abroad. Start your search by selecting the country you're interested in on our global website.

I'm having problems submitting my CV?

The most common issue when uploading a CV to Skills Dating is that it's in an incorrect format. Please ensure:

- The format is either .doc, .docx, .rtf or .txt
- The file format is in lowercase .doc, not. DOC
- The file size for a CV is below 500kB.

3)Employer FAQs

How do I find a candidate for a role?

You can search our online candidate database through our search candidate page. Our candidate search engine allows you to tailor your search to help find the perfect candidate for your business.

How do I advertise a vacancy?

Visit our recruiting now page to find the quickest and easiest way to register for your vacancy. Alternatively, contact your local office for further information using the office locator search.

4)Still, have a problem.

Here is a list of the most asked questions.

What happens to my CV once I have applied for a job?

When you submit your CV to a vacancy on skillsdating.co.uk this will be sent to the relevant skills dating consultant dealing with the vacancy. If your application is successful, the consultant will contact you to discuss the next steps.

How do I find my local Skills Dating office?

To find your local office, please use the office locator search. Either type in your postcode or town and select the division of Skills Dating you require. The office locator will list your local offices. Please be aware that some Skills Dating offices cover a wide geographical area and therefore the closest office recruiting for your desired job role may be some distance away.

Why do I have to prove my identity and eligibility to work in the UK when I register?

In accordance with the Immigration Asylum and Nationality Act 2006, to prevent illegal working Skills Dating must ensure that you have the right to work in the UK before seeking work for you. You will need to present evidence at your registration interview.

Can Skills Dating help me with sponsorship/visa to work in the UK?

As a recruitment agency and a business, Skills Dating can find a client who can offer sponsorship or assistance with obtaining visas.

Can Skills Dating give me unpaid work experience or an apprenticeship?

As a recruitment agency and business, Skills Dating can offer voluntary or unpaid work inside the local and main offices only. We can assist with apprenticeships.

Who do I contact if I am a temporary worker and have an inquiry regarding my payment?

You will need to contact the payroll department on 020 3468 7597 The payroll department is open Monday-Friday from 09:30 am-5.00 pm.

How do I request my P45?

You can request a P45 either through your timesheet portal (Skills Dating Connect or Workspace account) or by contacting our Skills Dating Payrolls on 020 3468 7597 (Monday to Friday 8.30 am - 5 pm) who will post this to your home address or email id had been given on your record. Please note your P45 will take between 3-10 working days from receipt of request to dispatch, to allow for the calculation of any outstanding holiday pay. Please only request your P45 when all payments have been received.

Who do I contact if I have used Skills dating to recruit staff and have an inquiry regarding the invoice?

You will need to contact our credit control team at 020 3468 7597 or call the extension number noted on the invoice.

I am interested in working directly for Skills Dating, how do I apply?

All internal vacancies are advertised on the Join Skills dating page.

How do I make a complaint?

View our complaints procedure policy.

I have a problem using Skills Dating Connect

If you are experiencing problems with the Skills Dating Connect platform, please refer to your Skills Dating consultant who will be able to assist with your inquiry, if you are unsure of who your Skills Dating consultant is please contact the customer service team at admin@skillsdating.co.uk. or 020 3468 7597 who will be able to locate the relevant point of contact for you.

I have a problem using skills dating 3ss.

If you are experiencing problems with the **Skills Dating Net Ltd** 3SS platform, please refer to your Skills Dating consultant who may be able to assist with your inquiry, or alternatively contact the 3SS support team on 3SS admin@skillsdating.co.uk for further assistance.

5)Our complaints procedure policy

We are committed to providing a quality service to all our customers. If for any reason you are not entirely satisfied with any aspect of the service, you have received from skills dating then we would like you to let us know.

How to register a problem with Sills Dating Specialist Recruitment?

Step 1

If your problem concerns the service you have received from the local or main Office, you should contact the local office manager to discuss the problems you have experienced. It is important the local office management team is made aware of your concerns and is given the opportunity to put things right.

If your problem is about an invoice you have received from Skills Dating, in the first instance please contact Skills Dating Recruitment Consultant (Credit Control Team) using the telephone number provided on the invoice. As above, it is important the Credit Control Team are aware of any problems and is given the opportunity to put things right.

If you are a temporary worker and have a problem regarding your payment from Skills Dating please contact your Consultant OR Payroll Helpline on 0203 468 7597. If the problem cannot be resolved immediately during your telephone call, you will be given a 'log number' and will be advised of a timescale in which you will receive further feedback.

Step 2

If you have already discussed your problem with the local office / Credit Control Team / Payroll, but are not satisfied with the response you have received, please contact Skills Dating Recruitment Customer Service Team (Admin team) in one of three ways:

Contact Skills Dating Net Ltd Customer Service Helpline: 020 3468 7597, the line is open Monday to Friday 9 am - 5.30 pm.

Contact Skills Dating Recruitment Admin & Customer Service Team directly by email:

admin@skillsdating.co.uk

Write to the Admin & Customer Service Team:

Sills Dating Net Ltd

Customer Service Team

22 Addiscombe Road Croydon Surrey CR0 5PE UK

When you contact the Customer Service Team, it is important you provide us with all the facts regarding your problem, including details of people you have already spoken to, so we are able to conduct a full investigation.

When we receive details of your problem we undertake to:

Deal with your problem fairly, confidentially, and effectively

Acknowledge your problem within two working days and provide a likely timescale for resolution.

Fully investigate your comments and keep you regularly informed of the actions we are taking.