

HOW TO INCREASE THE VALUE OF ANY CONTRACTOR

**RADICALLY INCREASE PRODUCTIVITY.
GET THE BEST OUT OF YOUR TEAM.
FIND OUT HOW, IN **4 SIMPLE STEPS.****

AT CLEARHUB, WE KNOW WHAT IT MEANS TO EMPLOY A DEDICATED TEAM OF INDIVIDUALS. THESE ARE THE PEOPLE WE’VE GROWN TIGHT WORKING RELATIONSHIPS WITH - AND WE KNOW HOW TO GET THE BEST OUT OF EACH OTHER.

You know how to get the best out of your employees, too. But what about your contractors?

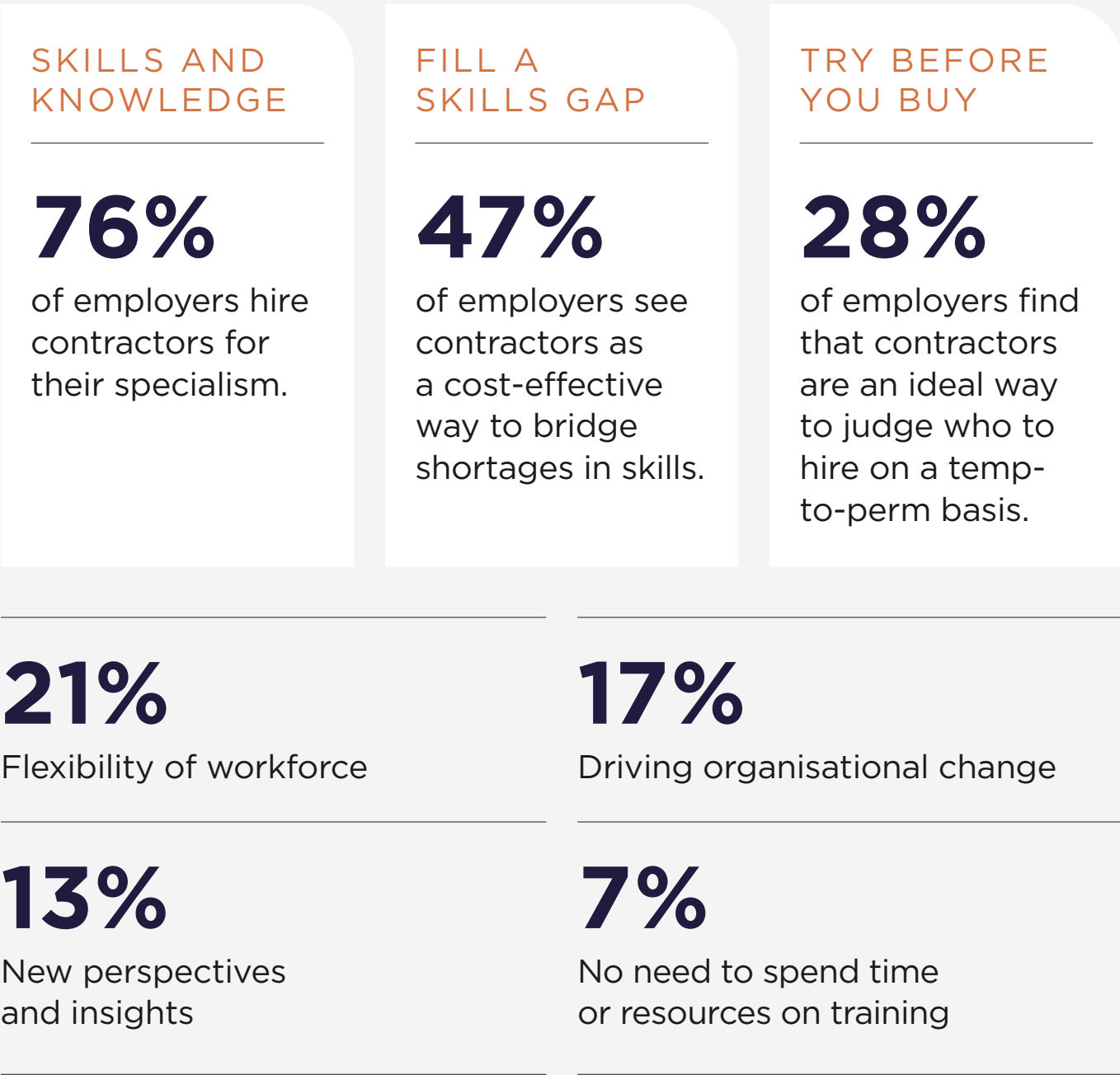
Once you understand the unique benefits of contractors, you’ll be able to unlock their full potential and transform the way your whole team works.

Let’s show you how.

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WHY DO BUSINESSES HIRE CONTRACTORS?

These are the top benefits of contractors that employers talk about most.



No matter how you come to the decision to hire a contractor, it’s important to have a process in place to get the best out of your entire workforce.

Let’s take a look at our four step plan for getting maximum performance from your contractors.

STEP 1 USING THE RIGHT SERVICE

THE BIGGEST CHALLENGE IS FINDING THE RIGHT CONTRACTOR.

Direct applications take time to source and sift through. They have limited reach and won't always attract a strong pool of contractors.

Besides, contractors don't usually find work this way.

Contractors tend to find jobs either through recruitment companies or through their own personal network. These networks are usually tight and closed to outsiders – which means that for the majority of companies, outsourcing their contractor recruitment is the best option.

Not all recruiters are equal, though.

It's better to use a specialist contractor recruiter with specific knowledge of the field over a generic recruitment agency – but why?



USE A SPECIALIST RECRUITER TO SOURCE CONTRACTORS

By choosing to source contractors through a specialist, you receive advice and assistance at each critical stage, with insights into exactly what type of contractor is best suited to certain projects.

This narrows the search, guarantees an adequate skill level and saves huge amounts of time compared to direct and general recruitment.

IT'S VITALLY IMPORTANT TO PERFORM A SERIES OF BACKGROUND CHECKS WHEN HIRING CONTRACTORS.

A general recruitment agency won't necessarily know what to look for, which can cause problems and delays for employers.

Employers cited issues with documentation as the most frequent problem encountered when vetting contractors.

29%

reported missing or incomplete papers and an additional **22%** received documents late.

Contractors are often brought into a company to complete highly technical and specialised jobs, which can make it difficult to check their skill level in-house.

STEP 2 ACE YOUR ONBOARDING

ONE OF THE BEST THINGS ABOUT CONTRACTORS IS THE SPEED AT WHICH THEY CAN GET TO WORK.

They know the job and how to get it done, so onboarding usually involves fewer steps than taking on a new starter.

That doesn't mean you can ignore the onboarding process. It can be a major factor in how well your contractor performs.

While 90% of employers say they make the necessary introductions between contractors and line managers, things don't always go as smoothly from the contractor's perspective.

37% of contractors reported poor communication with colleagues and managers.

40% experience incomplete, poorly conducted or non-existent inductions.



PUT MORE TIME INTO ONBOARDING

Better onboarding increases motivation and reduces the chances of early contract termination.

By dedicating just a little extra time in the first few days of onboarding your new contractor, you'll hit higher productivity levels faster – and you'll give them a positive first impression of your company.

WHAT DOES YOUR CONTRACTOR NEED TO DO THE JOB?

65% of employers claim to provide a clear project briefing to contractors, as well as access to all necessary systems in time for their arrival.

Yet a significant number of contractors report the same common problems.

64%

of contractors reported difficulty logging into IT systems

43%

encountered problems with accessing information of critical importance to their project

41%

turned up on their first day to find either a workstation, desk or chair unavailable



TO GET THE BEST PERFORMANCE FROM A CONTRACTOR, MAKE SURE THEY'VE GOT EVERYTHING THEY NEED TO GET STARTED BEFORE THEY ARRIVE FOR WORK.

STEP 3 MOTIVATING CONTRACTORS

CONTRACTORS COMING INTO NEW ROLES EXPECT TO BE GIVEN A CLEAR TIME-BOUND DELIVERABLE – AN OVERVIEW OF EXACTLY WHAT THEY ARE SUPPOSED TO DELIVER.

71%

of contractors say that having a clear roadmap helps keep them engaged

The majority of employers agree that deadlines have a large impact on contractor engagement, although opinions are divided on the best way to set objectives.

36% of employers choose to set a single, final deadline.

42% opt for smaller, more frequent targets toward the project deliverable.

Contractors regularly work independently, so while strong communication with their employer is considered important by the majority (70%), it's not as crucial for motivation as some employers believe.

90% of hiring managers felt that communication was critical to the successful management of contractors – and while 71% of employers encourage integration, only around half of contractors feel motivated by it.

The primary motivators for contractors are higher rates of pay, flexibility and being able to move swiftly between roles. Strong integration with the rest of the team is often not the main priority for contractors, who don't usually expect to work closely with others.

★ HELP THEM GROW WITH NEW SKILLS

Over a third of contractors say that training and new skills are a key motivator for them. Gaining new knowledge that can be applied after their contract has ended is a valuable portfolio builder.

WHAT SHOULD YOU DO ABOUT AN UNDERPERFORMING CONTRACTOR?

If you're having trouble with a contractor, it's best to start with a review of project progress and quality of work.

You may find a simple solution in what motivates them best.

The motivation techniques you thought would be effective might not be valued highly by the contractor, leaving them feeling undervalued or uninspired.

As a last resort, you may have to consider terminating the contract.

If you used a specialist contractor recruitment service, they could offer a free or discounted replacement under certain circumstances.

47%

of employers use reviews of project progress and quality of work

Imposing penalties is more drastic but considered less effective, used by only **9%** of managers

A staggering **80%** of employers consider termination the most appropriate solution

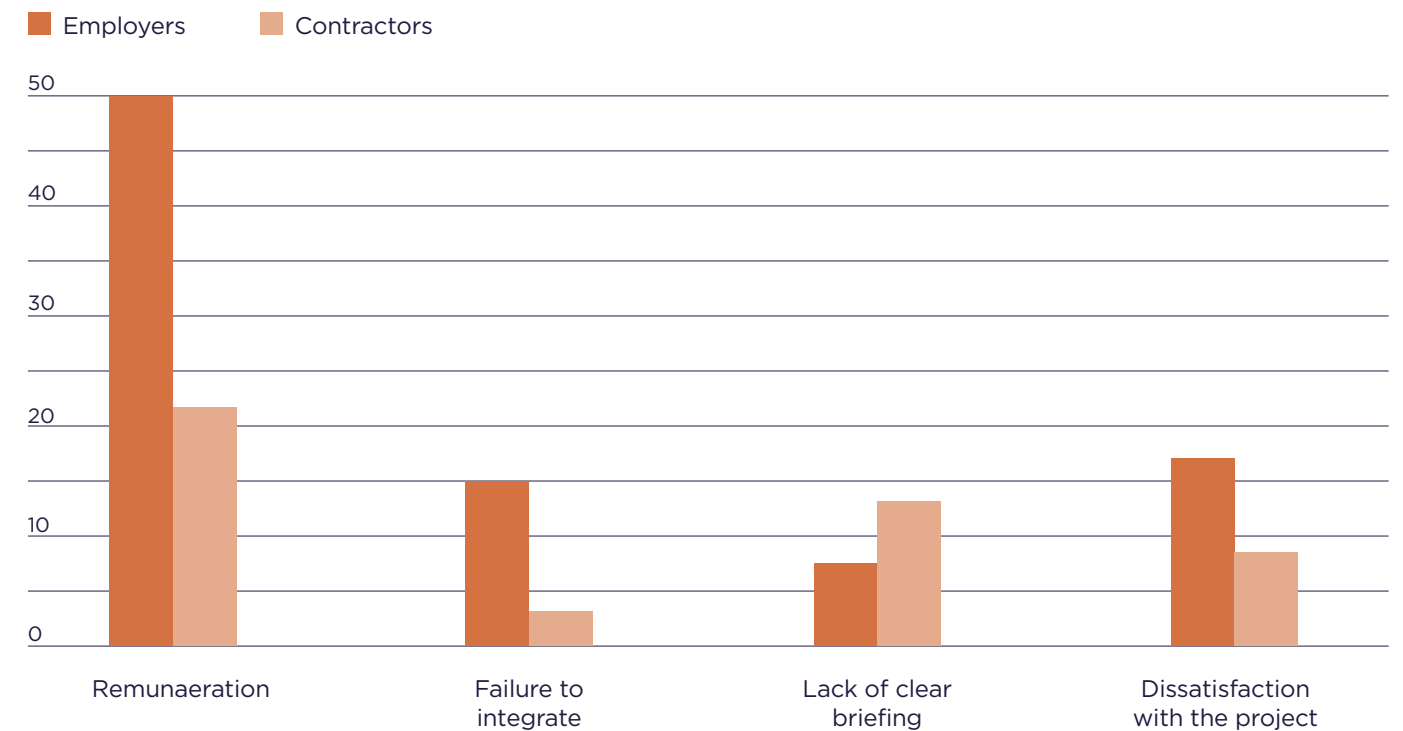
STEP 4 RETAINING TOP TALENT

FOR COMPANIES OF ALL SIZES, LOWER ATTRITION RATES ARE ACHIEVED WHEN SHORTER, MORE FREQUENT DEADLINES ARE PUT IN PLACE - AS OPPOSED TO ONE FINAL DEADLINE.

34%

of contractors say they have left a contract early at least once

THERE'S A DISPARITY BETWEEN WHY CONTRACTORS SAY THEY LEFT, AND WHY EMPLOYERS THINK THEY LEFT.



HOW TO KEEP TOP CONTRACTORS

While salary certainly plays a part in retention, it's often accompanied by other factors that may be easier for you to change.



Provide your contractor with a clear and detailed brief



Break project goals down into shorter, more manageable deadlines

Companies that value the specialist knowledge of contractors and their ability to drive organisational change are also less likely to lose them.

94%

of the organisations that hire contractors for these reasons enjoy attrition rates of **20%** or less

On the other hand, attrition rates are higher among organisations that recruit contractors to avoid training their staff.

If you have trouble retaining top contractors in your company, consider whether any of these points are contributing to the problem.

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the dynamics of your team.

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