

Case Study: Office Work



SLIVERS-OF-TIME WORKING: Case Study	
BUYER	East Thames Housing Ltd
REQUIREMENT	General office workers

Traditional fulfilment	Phone agency and request a temp for agency's minimum period.
Slivers-of-Time route	Book sellers exactly as needed hour by hour, often at very short notice
Types of work	<ul style="list-style-type: none"> • Data entry • Customer Service support • Manual support • Envelope stuffing • Office/Admin support • Courier work • Editing documentation

	Traditional route	Slivers-of-Time route
Pattern of bookings	Minimum of 4 hour bookings. High agency costs restricted East Thames from filling many low entry jobs.	Flexible bookings filled by buying seller's time around their commitments for as little as 1 hour in length. This is useful for work such as the daily internal mail run which only takes an hour but needs to be done everyday.
Impact on local employment	Negligible – slim chance of any temp being an East Thames resident	Work is spread out across East Thames residents. The original pool of sellers continues to grow. Residents are now able to access the local job market having been out of work for long periods of time.
Cost saving: (for 446 hours of temping work)	Avg. agency rate £12 Total: £5352	Average seller rate £6.81 Total: 3038 Saving: £2314 = 43.2%

"The system is very flexible. One example was getting a 'time seller' in at very short notice to re-format a complex Word tender document."

Ian Arnold, East Thames Ltd