



ROSE NANNIES AGENCY

keeping little ones happy

Committed to providing excellent nannies,
offering your family the highest standard of care



"Truly fantastic childcare. Incredibly professional nannies who quickly earn the trust and respect of you and your little one. Highly recommended."

Georgina - Rose Nannies Client



INTRODUCTION

ROSE NANNIES

Welcome

A big welcome from Rose Nannies, and congratulations on making the decision to hire a nanny! In this brochure we will talk you through our agency process from start to finish. We'll explain how we assist with all elements along the way, and provide contact details for our agency team should you wish for us to help your family find the perfect nanny.

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WHO WE ARE

ROSE NANNIES

About Us

Rose Nannies was founded by Ella in 2021. Having worked as a nanny for six years, and gaining a true insight into the highs, lows, and the true privilege of helping to raise children, Ella discovered a strong passion for providing safe, loving childcare for families in a variety of settings.

The Rose Nannies Agency launched in 2023, alongside the Event-Childcare and Babysitting branches of the business. Our Agency team has a wide range of skills, qualifications, experience and genuine passion for finding excellent nannies for our wonderful clients.

At Rose Nannies, our core values are kindness and safety above all else. When helping you find your perfect nanny, we guarantee that these attributes will be met first and foremost - guaranteeing loving care of the highest standard for your little ones.

We look forward to getting to know your family further, and ensuring your journey to finding a nanny is an effortless, enjoyable and successful one.

Meet the Team



Jessica Hughes
(Rose Nannies Nanny Manager)



Ella Dibb
(Rose Nannies Founder)



WHAT WE DO

ROSE NANNIES

How we Help to Hire

This page talks you through the nanny-hiring process, from start to finish. Throughout every step, our team are happy to advise and assist you in any way.



Registration: We send registration forms, terms & conditions and privacy policy to read and sign.



Consultation: We arrange a Client Consultation call with you to get to know your family and the requirements of your role. We then request a £100 registration fee (deducted from your agency fee). Now put your feet up, we'll take things from here!



Candidate Selection: We compile a selection of first-class nannies that are suited to your family, and send their full profiles to you via email to consider. This step can be repeated as many times as necessary.



Interviews: You select the candidates you wish to interview for your nanny role. We share their contact details and help you to arrange a date and time to meet them.



Job Offer: Once you have decided upon a successful candidate, you'll send them a formal job offer. Upon acceptance, we advise and support you through the next steps and prepare you to become their legal employer.



YOUR ROLE

ROSE NANNIES

Employing a Nanny

There are a number of criteria you must meet, as with any other job, to become your nanny's legal employer. See our list below (Grey: Compulsory, Pink: Recommended)

PAYE Registration:

You must register with HMRC as your nanny's legal employer and set up a PAYE scheme, or use a company to do this for you (contact us for recommendations). This includes ensuring you pay all relevant tax and national insurance contributions for your nanny.

Rate of Pay:

Before entering employment with your nanny, ensure you and your nanny have agreed on, and have in writing, a rate of pay that you are both happy with. This must, of course, be above minimum wage.

Pension:

Ensure you are paying relevant pension contributions (this applies if your nanny is over 22 and earning more than £10,000/year).

Payslips:

You must ensure your nanny receives a monthly payslip from you, containing both wage and tax. There are companies able to produce these payslips for you (contact us for recommendations).

Annual Leave:

Make sure you provide your nanny with a set amount of paid annual leave each year. For a full-time role, this is a minimum of 5.6 weeks.

Maternity Rights:

Ensure you are aware of your nanny's maternity rights (included in contract), should your nanny become pregnant during their employment with you.

Notice Period:

Ensure you have negotiated a notice period, should the employment come to an end.

Contract:

We highly recommend producing a contract of employment before your nanny starts their role with you, to include important details such as working hours, rate of pay, holiday pay and sick pay. There are companies able to create a contract for you if you wish.

Insurance:

You and your nanny may wish to take out Public Liability Insurance, to cover you both in the event of an incident occurring during their role with you (contact us for recommendations).



PRICING

ROSE NANNIES

Agency Fees

At Rose Nannies Agency, we don't have any hidden fees. Put simply, you pay an initial registration fee of £100 & VAT when you sign up for our services, then the applicable agency fee when a nanny accepts your formal job offer (at which point, your registration fee will be deducted). See prices displayed below.

Term of Employment	Agency Fee (GBP)
0-15 Hours/Week	£1000 & VAT
16-30 Hours/Week	£1,300 & VAT
31-40 Hours/Week	£1,600 & VAT
41-50 Hours/Week	£1,900 & VAT
51+ Hours/Week	£2,200 & VAT
Temporary Placement (up to 4 weeks)	£400 & VAT
Temporary Placement (up to 8 weeks)	£600 & VAT

What is included in this price?

1. We remove all time and stress from you - recommending nannies who match your family and job requirements exactly.
2. We interview, double-reference check and thoroughly vet every nanny registered with us, guaranteeing the highest standard of trusted nannies.
3. During the process we are available for advice and recommendations, answering any questions that arise along the way.



TERMS & CONDITIONS

ROSE NANNIES

1.0 Client Registration: Once you have completed our registration process (our registration form, an optional Client interview with a member of our Agency team, followed by payment of our registration fee), the details of your role will be advertised and we will begin vetting and recommending applicants. Should you wish to cancel this process at any point, you must alert us immediately (this must be within the 14 day cancellation period).

1.1 References: Rose Nannies Agency checks all relevant qualifications and performs reference checks for all candidates. It is, however, your responsibility (the client) to follow up on any references you wish to, for further suitability. It is also your responsibility to ensure you check any further qualifications you wish to see.

1.2 Employment Terms: Rose Nannies Agency is a recruitment agency, not an employment agency. Upon your hiring of a nanny recommended by us, it is your legal responsibility to manage their employment. While we can advise on this process, we never act as the legal employer.

1.3 Trial Period: Should you wish to have a trial period with a candidate you are likely to make a formal offer to, you can have them work for up to two days in the role advertised, for this purpose. This must be decided before a formal job offer has been made, and only once the initial registration fee has been paid.

1.4 Role Acceptance: Upon acceptance by a candidate of the role you are advertising, you must notify Rose Nannies Agency at the earliest opportunity. An invoice will be sent, containing payment details for the relevant agency fee. This fee must be paid within two weeks of an official job offer being accepted (see Payment Structure earlier).

1.5 Cancellation Period: Should your circumstances change within the 14-day cancellation period following your registration with Rose Nannies Agency, this contract will be terminated. In this case, you must notify us of your decision in writing. The registration fee is non-refundable.

1.6 Employing a Nanny: Upon acceptance of a role through Rose Nannies Agency, you have a legal responsibility to act as an employer for your nanny, from the start of the role beginning. As discussed in this brochure, there are a number of tasks you must do to ensure this (see page 5).

1.7. Loyalty: Should you (the Client) engage with a nanny put forward by Rose Nannies Agency, or agree on a formal job acceptance without notifying Rose Nannies Agency, you will be liable to full relevant agency fees, and your registration with Rose Nannies Agency will be terminated with immediate effect. We rely on the honesty of our clients to carry out our work to the highest possible standard.

1.8. Breaches of Contract: Should you breach any of the terms stated in this contract, including Rose Nannies Agency Payment Structure and Refund Policy, you will be liable to full relevant agency fees, and your registration with Rose Nannies Agency will be terminated with immediate effect.

1.9 Confidentiality of your data: While using Rose Nannies Agency services, we will store your data in line with our Privacy Policy, and GDPR law (the Rose Nannies Privacy Policy will be sent to you separately, at the time of registration). Your personal details will only be shared with nannies with your prior permission, for the purpose of arranging interviews / to prepare for acceptance of a role. You can contact us at any time, should you wish for us to remove your personal data.

2.0 Confidentiality of our nannies' data: At the point of arranging an interview, or for the preparation of acceptance of a role with a successful candidate, it may be necessary for us to share nannies' personal data with you, such as name, number or email address. As with your data, we store nannies' data in line with our Privacy Policy, and GDPR law. For this reason, nannies' data must NOT be shared with anyone else, and must purely be used for the purposes of the agency process.



TERMS & CONDITIONS

ROSE NANNIES

2.1 Agency fees for our services are not payable until the point of acceptance of an official job offer by a successful candidate. At this point, you will be sent an invoice containing the relevant agency fee (see table below).

2.2 Registration Fee: While full agency fees are not payable until the point of acceptance of an official job offer by a successful candidate, a one-off administration fee of £100 will be due at the point of registration (within 14 days of the invoice date) as a Client with Rose Nannies Agency. Following your interview with a member of the team, this fee will be sent via invoice. Once paid, we will be able to begin providing you with relevant candidate information. This Registration Fee is non-refundable, except in the case of acceptance of an official job offer by a successful candidate, in which case the registration fee will be deducted from the agency fee.

2.3 Payment of Agency Fee: Once an invoice has been sent by Rose Nannies Agency at the point of making an official job offer, payment must be made via bank transfer or cheque within 14 days of the date on the invoice (regardless of the date of the start of employment).

2.4 Late Payments: Payments made after the 14-day deadline will incur an additional fee, at a rate of 5% per day.

2.5 Client Termination before Employment: Across all placements, should the client terminate their contract with the successful candidate before employment has begun, agency fees are still due and payable in full.

2.6 Changes to Agency Fees: Rose Nannies Agency reserves the right to make alterations to agency fees, if the client is informed at least seven days prior to the change, in writing.

2.7 Changes to Hours: Should the hours of employment change within one year of the candidate's start date, it is your legal responsibility to inform Rose Nannies Agency. In this case, additional agency fees to match the new hours of employment will be payable.

2.8 Nanny-Share Roles: Should you be searching for a nanny-share with another family through Rose Nannies Agency, agency fees will be split equally between both parties (50% each). The one-off registration fee will be applicable to both families, separately.

2.9 Temporary Placement Extensions: Should you wish to extend your temporary placement with a nanny introduced to you by Rose Nannies Agency, it is your legal responsibility to inform Rose Nannies Agency. In this case, additional agency fees to match the new hours of employment will be payable.

3.0 Complaints & Feedback: Should you wish to provide feedback, or make a complaint if you are dissatisfied with a nanny provided by Rose Nannies Agency, this must be provided in writing to agency@rosenannies.com. This does not nullify the contract and agency fees may still be payable (see below).

3.1 Replacements: Should a successful candidate choose to leave their employment, or never begins their employment with you (for reasons not relating to your employment, or a breach of terms), within two months from the start of employment (Permanent Placements), or two weeks from the start of employment (Temporary Placements), and you have paid all liable agency fees until this point, Rose Nannies Agency agrees to provide you (the Client) with one replacement candidate (a maximum of four possible candidates will be provided), at no additional agency fee.

3.2 Refund Policy: Rose Nannies Agency will provide a refund ONLY if the following applies: A complaint has been raised regarding a successful candidate and it is something Rose Nannies Agency were aware of before the start of employment. Other than in this situation, refunds are not provided, unless in exceptional circumstances and at the discretion of Rose Nannies' Owner.

Email agency@rosenannies.com with any queries.



NEXT STEPS

ROSE NANNIES

Registration

We are delighted you would like us to help you find a nanny for your family. To register for our agency services, please send your name, email address and an overview of your role to one of the following:

 agency@rosenannies.com

 www.rosenannies.com

We pride ourselves on excellent client communication. A member of our friendly agency team will be in touch within 48 hours to arrange your free consultation. We look forward to hearing from you soon!

