

FAQ working with freelancers

Hire a freelancer

Freelancers are usually hired through dedicated platforms where companies submit a project and receive applications from freelancers with the required skills. For starter you can find a list of popular freelancer platforms [here](#).

When do we hire a freelancer?

Whenever there is need for a new skill in a project or when our dedicated freelancers for a role are all fully booked.

When the need for a new freelancer appears in one of your projects, notify the head of Digital Marketing who will assess your needs and turn them into a job offer for the role on the appropriate platform.

How do we hire a freelancer?

Send an email to turping@e-connect.lu using this format:

Object: Freelancer request

Email:

- Role:
- Duration: one-shot/on going
- Workload: hours / month
- Project(s):
- Reason for hire:

After Tom's validation, create a carte by following the dedicated standard available [here](#).

A bad piece of work delivered by a freelancer is never the fault of the freelancer.

It is a failure of the delegator in providing effective leadership to the freelancer, or in picking the right freelancer for the job. Even if we are not doing the job ourselves, we should take ownership of results delivered under our leadership.

The purpose of this section is to help you become more effective at delegating tasks to freelancers.

1. Use our standard User Stories as much as possible when delegating a task

The standard user stories in our [Paymo Agile Template](#) have been designed to provide very specific guidelines to complete common tasks. They include clear responsibilities, parameters, and templates of deliverables you can provide to your freelancer. As much as possible, stick to our standard cards to delegate tasks to a freelancer.

2. Write a very specific brief to hire the right person and make expectations very clear

The more specific you are in your job post, the more relevant your applicants will be and the less time you will waste.

Checklist when delegating a task:

- Describe what you need
- Specify a deadline
- For complex tasks: ask the freelancer how he plans to do it
- Define and document who will review the work and when
- Document the acceptance criteria
- Document risks and things you want to avoid
- Document the expected work format (e.g. file type, resolution, ...)
- Document what standards to follow
- For creative work: provide examples, inspirations. Also define the iterative process if necessary.

Onboard a freelancer

After a candidate has been selected for the role, we onboard them following our standard available [here](#).

Manage a freelancer

We pay freelance in a variety of ways: oneshot, plan, per hour, per words, ... all these tasks can always be boiled down to a timesheet in hours anyway. After the freelancer's work is done, we add the freelancer's hours on the appropriate cards in Paymo.

⚠️ **1 golden rule for TL:** if a freelancer is to complete task(s) on a production card, attribute the "Freelancer" role to the card. When freelancer has accomplished his task(s), **TL must timesheet for him in the card**.

Before every end of sprint, it's the Head of DEV/DM responsibility to review all cards with freelance attributed and verify that their timesheet has been added.

⚠️ **1 exception:** regarding Ad Manager freelance in charge of PPC account, we charge the client monthly based on the account complexity.

Offboard a freelancer

When we stop working with a freelancer, we offboard them following our standard available [here](#).

Freelancers Support Videos

The following Youtube Playlist (Unlisted) contains our "How To" videos for freelancers :

Playlist

- <https://youtube.com/playlist?list=PL5IucAS589aaMsB2Cnmk4DKWjSLsV9DrK>

Individual Links

- Presentation of our Dashboard Process | e-connect
 - Traffic managers - Ongoing Paid Media Process | e-connect
 - How to timesheet in Paymo | e-connect
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Popular Freelancer Platforms

All digital jobs

- <https://www.upwork.com/>
- <https://www.freelancer.com/>
- <https://www.guru.com/>
- <https://www.peopleperhour.com/>
- <https://www.freelance.de/> (DE only)

Design / Creative work

- <https://dribbble.com/>
- <https://www.designnonclick.com/>

- <https://usabilityhub.com/> (Usability testing)
- <https://www.uitest.com/> (Usability testing)
- <https://www.designenlassen.de/> (DE)
- <https://www.crowdspring.com/> (Banner ads, Design, etc)

Developers / Project Management / IT

- <https://www.toptal.com/>
- <https://www.malt.fr/> (Europe only)
- <https://www.freelancermap.de/> (Germany only)
- <https://expertmatch.io/> (tec, Data, ...)
- <https://www.pentalog.com/> (IT outsourcing, dev, PPC)
- <https://www.uitest.com/> (Usability testing)
- <https://test.io/de/> (software testing)

Divers

- <https://www.my-vpa.com/>
- <https://www.paro.io/> (Business, Audit, Tax, Financial, etc)
- <https://golance.com/> (Legal, Admin, Accounting, Sales, ...)
- <https://contently.com/> (Content Marketing)
- <https://www.textbroker.fr> (content, writing, etc)

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