

Summary of Terms & Conditions for Candidates

The terms and conditions of employment below are standard for the Customer Services Advisor (ref 420-CSA) role at ccha, however ccha believes it is beneficial to offer terms and conditions best suited to individual circumstances, as far as possible without effecting the needs of the business. You should speak to the recruiting manager to discuss the flexibility available for this role.

- **The hours of work** – This role is for 17.5 hrs per week.
- **Salary** – **£13,867.50 per annum (full salary pro rata) for 17.5 hrs per week.** Salaries are paid monthly on the 26th of each month.
- **Contract** – **Part time/ Permanent**
- **Location** – all our roles are now hybrid – a mix of home and office working. Contractually, you are based at our head office in Croydon, Surrey. You will need to work in the office at least 1 day per week, flexibly to meet the needs of the role, team and business.
- **Probation** – all new employees are subject to a six-month probation period to assess their suitability for permanent employment
- **Private Health Care** – After successful completion of a probationary period staff will have the opportunity to join the health care schemes which include Simply Health cash back plan with £60 per annum towards optical care and £60 towards dental alongside cash back on therapy treatments. In addition, staff receive comprehensive private medical cover with AXA PPP Healthcare – all of this is fully subsidised by ccha.
- **Overtime** – In most cases, overtime will not be necessary. Where appropriate, time off in-lieu will be granted. In exceptional circumstances overtime will be paid by prior arrangement.
- **On-Call system** (subject to the nature of the post) – On a rota basis for which a separate allowance applies.
- **Pension** – Employees aged 18 or over who meet the minimum earnings level would be auto enrolled to join ccha's defined contribution pension scheme, with a contribution rate matched from the Association. All employees are also able to choose to join the scheme at the same contribution rate as auto enrolment, or higher, with the contribution rate matched by the Association (up to 10%).
- **Annual Holidays** – 25 paid days per annum rising by one day a year to a maximum of 30 days after 5 years, plus public holidays and 2 discretionary days per annum to be taken around Christmas (pro rata to part time employees).
- **Sick pay** – In the probation period employees are not eligible for sick pay.

- Less than 3 years' service 22 days at full pay, plus 22 days at half pay.
 - 3 years but less than 5 years' service 43 days at full pay, plus 43 days at half pay.
 - 5 years' service + 66 days at full pay, plus 66 days at half pay.
- Sick pay thereafter is paid according to length of service, pro rata for part time employees.
- **Other** – ccha have several other benefits such as a cycle to work scheme, staff loans, buy and sell holiday, annual travel loan and much more.
 - **Family leave** – including **Carers leave** and **Birth/Adoption Leave** and enhanced **Maternity Pay** terms.
 - **Notice** – the period of notice you are required to give is dependent upon your salary group from one month to three months (following probation)
 - **No Smoking Policy** - ccha operates a No Smoking Policy throughout its working premises and in the ccha pool cars.
 - ***Please note that in the event of an offer of employment being made, it will be subject to two satisfactory references being obtained from nominated and recent referees. Dependent on the role offered, a dba disclosure and driving licence check may also be required. These processes will be carried out in the conditions of strict confidence.***