

General Conditions of Employment

(Customer Service Centre)

Conditions of service

Are those of the National Joint Council for Local Authorities Services, subject to local variations.

Salary

Is on a rising scale as indicated on the job description. Progression through the salary scale is by managed pay progression determined at appraisal. Appointments will normally be made to the lower half of the salary scale.

Salaries are payable monthly direct to bank account.

Health

All appointments are subject to a satisfactory medical report.

Superannuation

Staff who work fixed hours per week have the option of joining the Local Government Superannuation Scheme. Full details are available from the Human Resources Department and will be provided prior to commencement of employment.

Probation

All new entrants to Local Government serve a period of probation of six months. After the successful completion of their probationary periods, staff are transferred to the permanent establishment. Staff are notified on completion of the probationary period.

Working Hours

The core operating hours of the Customer Service Centre are:

Monday to Saturday 08.00am – 6.00pm

These posts will not be covered by the Flexible Working Hours Policy.

Location

The post will be based in the Customer Services Centre in City Offices or any other Council premises as required.

Annual Leave

The leave year runs from 1st April and service for a part of a year is recognised on a pro-rata basis.

Basic Annual Leave Entitlement - 22 days

An extra day's annual leave is given after every complete year of Local Government Service up to 5 years of service (giving a total of 27 days leave after 5 complete years of service).

For twenty years' continuous service, a further three days leave per year.

Overtime

There is no enhancement for working outside contracted hours.

Car Allowances

The Casual User Allowance will be paid in all other cases, where an officer uses his/her car for Council business, in the form of a mileage allowance.

Training

Any immediate training requirements of the individual and post are normally discussed at interview. For the agreed training the appropriate time off with pay is given, together with reimbursement of the training costs. Full details of the scheme and the associated conditions are available from the HR Directorate.

Politically Restricted Posts

Certain posts are designated as Politically Restricted under The Local Government and Housing Act 1989, due to the nature of the duties, salary level or reporting structure. Further details are available from the HR Directorate.

Termination of Employment

All staff scale 50 - 79 - Three calendar months on either side

All staff scale 35 - 49 - Two calendar months on either side

Temporary staff - Either one week or one month on either side depending upon the circumstances

All other staff - Employee required to give one calendar month's notice.

Further information on these and other matters can be obtained from the Human Resources Department, City Offices, Colebrook Street, Winchester, SO23 9LJ.

Telephone: Winchester (01962) 840 222