



Employment Package

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St. Helens Council

Information Regarding Post of **Customer Service Officer**

Post No CCT05

Department Corporate Services

Salary Range SCP 22-25 (£21074.00 - £23111.00)

Informal Contact Kate Swift, Senior Customer Service Officer - 01744 676661

Closing Date for Applications Friday 22nd June 2018

Terms and Conditions of Employment

The salary and Conditions of Service are in accordance with those laid down by the National Joint Council for Local Government Services, the Local Conditions of Service and the Council's Procedure Rules. Payment will be made on a monthly basis by credit transfer into your bank account normally on the 21st of each month.

Hours of Work

The Council's standard working week is one of 37 hours. Standard office hours are:-

Monday to Thursday 8.45 am to 5.15 pm
Friday 8.45 am to 5.00 pm

The post holder will be required to adopt a flexible approach to his/her working arrangements suitable to the level of duties required and needs of the Council.

Flexible Working

The Council supports a number of forms of working arrangements that provide management and employees with the ability to control, to some extent, the way in which they work. These enable managers to target employment to service needs and respond to employees who require flexibility in working arrangements. The introduction of flexible working arrangements will be a management decision, which will be based on the needs of the service

Details of flexible working are available from the Human Resources Section, on 01744 676821.

Sickness

In addition to Statutory Sick Pay, the entitlement to Occupational Sick Pay is:

First year of service	1 month full pay and after completing 4 months, 1 months full pay and 2 months half pay
Second year of service	2 months full pay and 2 months half pay
Third year of service	4 months full pay and 4 months half pay
Fourth and fifth year of service	5 months full pay and 5 months half pay



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After five years of service

6 months full pay and 6 months half pay

Annual Leave Entitlement

The annual leave entitlement per annum is as follows (in days):

Service	0-5 years	Over 5 years
Up to SCP 21	23	27
SCP 22 - 31	25	28
SCP 32 +	27	30

This leave is inclusive of two Extra Statutory Holidays and is in addition to all Public Holidays.

Superannuation

The post is subject to the Local Government Pension Scheme rules and as such you will automatically be enrolled as a member unless you:

- 1) Are an employee with a contract of employment of less than 3 months. It is your choice, you should let us know your intention.
- 2) Choose to "opt out" you must complete and return form LGP9 within 3 months of joining.

Facilities for Car Users

1. Car Allowances and Incidental Car Travel Expenses

Car allowances are reimbursed at the appropriate rate for engine capacity as determined in the Local Conditions of Service. Incidental car travel expenses will also be reimbursed in respect of official journeys.

2. Car Parking Facilities - A Car Park pass is provided

Recruitment Incentives

A scheme is available in accordance with Local Conditions of Service. This covers Estate Agents, Legal, Furniture Removal expenses and Temporary Housing Accommodation or Lodging Allowance.

No Smoking Policy

The Council has a duty under the Smoke Free (Premises and Enforcement) Regulations 2006 to provide a smoke free working environment for all employees. The Council has had a policy prohibiting smoking in its building for several years. This was originally introduced to comply with its duty under the Health & Safety at Work Act 1974 to protect the health of employees and persons other than its employees, and provide a healthy and safe working environment.