

THE FED
CONDITIONS OF SERVICE

JOB TITLE	Customer Service Advisor
RESPONSIBLE TO	Carol White
STARTING DATE	TBC
PLACE OF WORK	The Heathlands Village, Heathlands Drive, Prestwich, Manchester M25 9SB
SALARY	£9.11per hour from September 2021
LEAVE ENTITLEMENT	30 days (pro rata to hours worked) – increases with length of service
Disclosure & Barring Services (DBS) REQUIREMENTS	Enhanced DBS Required
HOURS	33 hours week 1 – 44 hours week 2
NOTICE PERIOD	Dependent upon length of service with organisation
PENSION	Eligible for Company Scheme
DEATH IN SERVICE BENEFITS	Eligible for Company Scheme after six months service
TRADE UNIONS	Recognised union for negotiations is Unison
SPECIAL CONDITIONS	May include unsociable hours to meet business demands and occasional weekend work
	New Government legislation requires all people working in Care homes to have had both vaccinations for COVID-19 and any appropriate booster vaccinations
SUITABILITY FOR JOB SHARE	No
PROBATIONARY PERIOD	6 months