



## Summary of Terms & Conditions of Service

<b>Job Title:</b>	Customer Services Advisor										
<b>Salary:</b>	£22,197 - £25,101 (pay award pending April 2023) EVH Grade 4, PA9-PA12										
<b>Hours of Work:</b>	35 per week (also a requirement to work out with office hours).										
<b>Leave Entitlement:</b>	Up to 30 days annual and 13 public holidays.										
<b>Place of Work:</b>	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)										
<b>Notice Period:</b>	1 month										
<b>Salary Payment Date:</b>	28 <sup>th</sup> of each month										
<b>Pension:</b>	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%										
<b>Sickness Benefit:</b>	<table><tr><td>Up to 1 year:</td><td>5 weeks full pay 5 weeks half pay</td></tr><tr><td>1 year and under 2 years:</td><td>9 weeks full pay 9 weeks half pay</td></tr><tr><td>2 years and under 3 years:</td><td>18 weeks full pay 18 weeks half pay</td></tr><tr><td>3 years and under 5 years:</td><td>22 weeks full pay 22 weeks half pay</td></tr><tr><td>Over 5 years:</td><td>26 weeks full pay 26 weeks half pay</td></tr></table>	Up to 1 year:	5 weeks full pay 5 weeks half pay	1 year and under 2 years:	9 weeks full pay 9 weeks half pay	2 years and under 3 years:	18 weeks full pay 18 weeks half pay	3 years and under 5 years:	22 weeks full pay 22 weeks half pay	Over 5 years:	26 weeks full pay 26 weeks half pay
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<b>Professional Fees:</b>	One set of relevant professional fees paid annually										