



Summary of Terms & Conditions of Service

Job Title:	Customer Services Advisor (Maternity Cover until November 2024)
Salary:	£23,362 - £26,419 EVH Grade 4, PA9 – PA12
Hours of Work:	35 per week (also a requirement to work out with office hours).
Leave Entitlement:	Up to 30 days annual and 13 public holidays.
Place of Work:	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)
Notice Period:	4 weeks
Salary Payment Date:	27 th of each month
Pension:	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%
Sickness Benefit:	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
Professional Fees:	One set of relevant professional fees paid annually