



Post: Customer Services Assistant

Summary of Key Conditions of Employment

Rosehill Housing Co-operative is a member of 'Employers in Voluntary Housing' (EVH) and the terms and conditions for this role largely follow the EVH terms and conditions. A summary of the principal areas are as follows:

Salary Scale

The current EVH salary scale for this role (Grade 4 spinal point PA9 – 12) is £24,764 - £28,004 per annum.

Hours of work

35 hours per week. Office opening hours are Monday to Thursday 9:00 am to 5:00 pm and Friday 9:00 am to 4:00 pm.

We operate a flexi-time system.

Uniform

Employees are required to wear our corporate uniform. This will be provided.

Holiday Leave

25 days annual leave and 15 public holidays per year. The holiday leave year runs from 1st April to 31st March.

Rosehill closes its offices over the Christmas and New Year period each year, therefore, two days' annual leave are required to be used for this purpose.

Pension Scheme

We offer a choice of two pension schemes. We offer a defined contribution scheme with an 8% employer contribution. The minimum employee contribution rate is 4%.

A final salary pension scheme is also available to join.

Notice Period

One month.

This summary is for general guidance of applicants and will not form part of the contract of employment. Any offer of employment will be subject to the receipt of references which Rosehill deem to be satisfactory.