



SUMMARY OF TERMS AND CONDITIONS OF SERVICE

Post:	Service Centre Advisor X2 – 12 Month FTC
Salary:	£26,671 per annum
Performance Pay:	On successful completion of probation employees are eligible to join a performance related pay scheme which currently pays up to 5% of salary each year if PRP targets are met.
Pension:	Non-contributory 8% of Annual salary paid by the Trust. Individuals may add to this contribution.
Annual Leave:	27 days rising to 29 days after 5 years' service
Training:	Newlon has Investors in People accreditation at gold level which is a demonstration of our commitment to developing people. It operates a positive approach to training and encourages all staff to develop to their maximum potential through both in-house and external training courses.
Head Office:	Our Head Office is a purpose built office in Tottenham Hale, just 2-3 minutes' walk from rail, tube and bus services.
Probationary Period:	The appointment will be subject to a six month probationary period.
Working Hours:	Newlon staff work a 35 hour week. A flexi time system is operated at Newlon. In order to meet customer demand, the post holder will be expected to work some early mornings, evenings and weekends.
Other Conditions:	All offers of employment are subject to satisfactory references relating to your last 3 years of employment or study. We will also require you to complete a Health Questionnaire to enable us to identify whether any adjustments are needed to enable you to carry out the role.
Other Benefits:	Newlon offers a generous benefits package which currently includes a health cash plan, income protection in the event of serious illness and life insurance of four times annual salary.

These terms and conditions are given for guidance purposes. The conditions outlined above are given without prejudice and do not form part of any legally binding employment contract.