



## **SUMMARY OF TERMS AND CONDITIONS OF SERVICE**

<b>Post:</b>	Head of Customer Services
<b>Salary:</b>	£58,504 per annum. There is a cost of living salary review each April.
<b>Performance Pay:</b>	On successful completion of probation employees are eligible to join a performance related pay scheme which currently pays up to 5% of salary each financial (April to March) year if PRP targets are met.
<b>Pension:</b>	Non-contributory 8% of Annual salary paid by the Trust. Individuals may add to this contribution.
<b>Annual Leave:</b>	27 days rising to 29 days after 5 years service.
<b>Training:</b>	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.
<b>Head Office:</b>	Our Head Office is a purpose built office in Tottenham Hale, just 2-3 minutes walk from rail, tube and bus services.
<b>Probationary Period:</b>	The appointment will be subject to a six month probationary period.
<b>Working Hours:</b>	Newlon staff work a 35 hour week. We also offer the potential of Hybrid working which may allow up to a maximum of 3 days a week working from home depending on the role. This will be discussed with your line manager. A flexi time scheme is operated at Newlon. However, senior staff should expect to work additional hours including attending evening meetings.
<b>Other Conditions:</b>	All offers of employment are subject to satisfactory references relating to your last 3 years of employment. 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.**