



SUMMARY OF TERMS AND CONDITIONS OF SERVICE

Post:	Service Centre Advisor (home-based).
Salary:	£26,023 per annum. There is a cost of living salary review each April.
Performance Pay:	On successful completion of probation employees are eligible to join a performance related bonus scheme which currently pays up to 5% of salary each financial (April to March) year if 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 scheme is also operated at Newlon.
Office days:	You will be expected to attend the London office approximately once a month for training, team meetings and all-staff days. In your first month, you may be asked to attend the office more frequently for induction and training sessions. If you are required to attend the workplace, Newlon in its sole discretion may reimburse you for reasonable travel, subsistence and accommodation expenses, provided these are agreed in advance with your manager and HR.
Other Conditions:	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.