



TERMS, CONDITIONS AND BENEFITS

Position: Customer Services Officer (Career Grade)

Location: The Burys, Godalming

Grade: 10, with potential to progress to Grade 9. To be eligible for the salary increase/career grade progression, you must meet your Performance Agreement Targets as part of our Career Development Plan and comply with the Council's code of conduct. Please note that Waverley appoints at the lowest point on the pay scale. The salary is then reviewed in April each year until the maximum point of the pay scale is reached. The first review will be in the April following the end of the probationary period. Pay scales are reviewed each year.

Holiday: 22 days per annum, increasing after five years continuous local authority service, plus Bank Holidays. Between Christmas and New Year the Council offices are closed. During this period, you will receive three additional leave days granted by the Council. There are 8 Public Holidays in a year, plus the three Waverley Days.

Flexi Time: Waverley operates a flexible working hours scheme to support your work life balance. The offices are open to the public from 8.45 a.m. to 5.15 p.m. (4.45 p.m. on Fridays) and staff are able to work flexibly, with agreement from their Manager, from 7.15 a.m. to 7.00 p.m.

Pension Scheme: We offer a very generous pension scheme. You will automatically be included in the Scheme unless you choose to opt out. Both you and the Council make contributions to the Scheme. Pension contributions will be dependent on your annual salary. Currently, the Council contributes 17.2% of your salary.

Season ticket loan: available to all staff on completion of probationary period.

Car parking: Whilst there is a large car park available at The Burys and overspill at The Wharf, this unfortunately does not guarantee a parking space.

Quiet/Prayer Room: available for reflection and prayer.

Employee Support Programme: A free, confidential 24 hour helpline service is available to assist you in dealing with everyday situations and more serious problems including financial, legal, relationships, drug and alcohol abuse, stress, housing, debt management and any work related issues.

NB not all the above information is contractual