

## **Customer Experience Directorate – Trades**

We recognise the highly competitive marketplace for recruiting and retaining Trades employees. For this reason, we have developed some flexibility in our salary package for Trades employees, giving them the opportunity to opt in or opt out of a choice of Max Salary or Flexible Benefit Trade Package.

We have listened to feedback and we know some individuals would prefer to receive higher basic pay than a benefits package that includes additional pension contributions and sick pay – this package is known as ‘max salary’. For others, the enhanced benefits we offer provide security and additional entitlements which support their personal circumstances.

To help you to make an informed choice about which package is right for you, we have put together a comprehensive set of Frequently Asked Questions (FAQs). The FAQs below detail everything you need to know about the package options on offer and how to opt for a contractual change in your terms if you would like to.

### **Frequently Asked Questions:**

#### **What are the associated salaries relating to an Advanced Craft 40hr Max Salary contract and the Advanced Craft 36hr Flex Benefit contract?**

This depends on your core trade on either of the associated contracts as follows:

Flex Benefit Contracts:

- A/C Gas Heating Engineers and Electricians will receive **£39,337.25pa**
- All other A/C Trade roles will receive **£37,151.84pa**

Max Salary Contracts:

- Max Salary Gas Heating Engineers and Electricians will receive **£45,819.68pa**
- All other Max Salary Trade roles will receive **£43,634.28pa**
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#### **What is the difference between a Max Salary Contract and a Flexible Benefit Contract?**

Max Salary receives a higher salary with less benefits, with the alternative role receiving a higher level of organisational benefits. Both contract types require you to carry out an advanced craft role, they just provide different options for what is important to you right now.

#### **What do I receive on a Max Salary contract?**

Max salary refers to enjoying a higher salary whilst receiving fewer benefits.

- You will be required to work 40 hours per week on a rota basis
- You will receive SSP only during sickness absence – *it is advised that you consider a separate insurance to cover you for any periods of absence if receiving SSP only could have a detrimental impact on your household finances*
- You will have the statutory allocation equivalent to 20 days annual leave plus 8 days bank holiday per annum
- You will have access to the company pension scheme with a maximum employer contribution of 5%

### **What benefits would I receive on an Flex Benefits contract?**

- A 36-hour working week on a rota basis
- You will receive an generous organisational holiday allowance that increases with service to a total of 31 days.
- 3 discretionary days
- Organisational sick pay
- Access to Healthcare/Cashplan scheme
- Access to Scottish Widows Pension Scheme with choice of employee/employer contribution up to 14%

### **What are the work patterns for Advanced Craft Trades?**

Advanced Craft contracts have working hours between Monday to Sunday (8am to 8pm) and are required to be on the OOH/Standby scheme on a rota basis (you will receive an additional payment when working Standby)

- Flex Benefit contracts will be required to work a 36-hour per week work pattern on a rota basis.
- Max Salary contracts will work a 40-hour per week work pattern on a rota basis.

### **What does it mean to work an 8.00am to 8.00pm contract?**

The work patterns are variable and will be discussed and agreed with your manager. We encourage a flexible approach to ensure our customers' needs are met; following consultation with our customers, providing a weekend and after work service was favourable.

*Examples of what a 40-hour work pattern might be:*

*Thursday to Saturday 8.00am to 8.00pm as an 11.5 hr day = 34.5 hrs  
Monday 12.30pm to 6.00pm 5.5 hrs.*

*Or*

*Monday to Wednesday 8.00am to 5.00pm (8.5 hrs per day)  
Thursday 10.00am to 6.00pm 7.5 hrs.  
Sunday 8.00am to 3.30pm 7 hrs.*

*Example of a 36-hour work pattern, similar to that of the 40-hour above is:*

*Thursday to Saturday 8.00am to 8.00pm as an 11.5-hour day = 34.5 hrs  
1 in four Mondays would then be covered as a 6-hour shift  
ie 8.00am to 2.00pm*

Work patterns may need to be flexed occasionally, with reasonable notice given, during periods of high absence for example, to ensure a consistent service can be provided to our customers.

### **Do I have to be part of the Standby Out of Hours Rota?**

Yes. All contracts will contain the requirement to work the Standby rota. However:

- If you work up to 8.00pm you will not be actively partaking in the rota.
- If you work up to 6.00pm, you will actively partake in the rota.

As an Advanced Craft Trade, this is usually one week, twice annually. Gas Engineers, being lower in numbers, would partake approximately one week in every 11 weeks. You will receive an additional weekly payment when partaking in the Standby Rota.

## **What do we mean by Advanced Craft?**

Our Advanced Craft trades are multi-skilled operatives who are able to work beyond their core trade to help deliver a high-quality, efficient repairs service to our customers.

In addition to their primary trade specialism, Advanced Craft colleagues are trained and competent to carry out a range of additional repairs from our Advanced Craft Skills Matrix. This means that when attending a customer's home, they may be asked to complete repairs that sit outside of their base trade, such as minor plumbing, carpentry, plastering, tiling or decorating tasks.

For example, a Painter & Decorator may attend a property to redecorate an area following a repair, but may also complete minor plaster patching, refix a bath panel, replace a WC seat or reseal around sanitary fittings before completing the decorating work. By being able to carry out these additional tasks, our Advanced Craft trades help ensure repairs can be completed in one visit wherever possible.

This multi-skilled approach reduces the need for follow-on appointments, minimises disruption for our customers and allows us to deliver a faster, more efficient repairs service while maintaining a high standard of workmanship.

## **What if I think I've made the wrong contract choice? Can I change my mind?**

We can only accept applications after successful completion of your probation. Once you've completed your probation, we will be able to consider your request. A change can only be requested once every three years. If you change your terms and conditions, you will not be able to revert back to your previous T&Cs within the next three years. This supports the service and ensures any changing costs are reflected in budget and business planning.

## **Additional Information**

### **Christmas Shutdown**

Because the business is open during the Christmas period, a minimum level of cover is required. Those identified to work during this period will be given appropriate notice.

Max Salary and Flex Benefit contracts may work through the Christmas shutdown period if required. Furthermore, you may be requested to work a minimum of four bank holidays throughout the year if required.

If you are not required to work the Christmas period shutdown whilst on a Max Salary contract, you must book these days off from your annual leave allowance.

If you are on a Flex Benefit contract, you will receive discretionary days that will need to be allocated to the days you are not required to work over this Christmas period.