

ADDITIONAL INFORMATION

POST TITLE: Helpline Call Handler

LOCATION: central Edinburgh

DURATION: This post is permanent, subject to renewal of Helpline contract.

The following information on salaries and conditions of service is intended as a useful guide. Full details will be supplied with an offer of appointment.

STARTING SALARY: £23,299 per year. Salaries are paid monthly on the 25th of each month.

HOURS: Full-time, 35 hours per week. Please see reverse for example of a shift rota.

The full time working week is 35 hours per week. No overtime is payable, but time off in lieu should be taken.

LEAVE: The leave year begins on 1 April and finishes on 31 March. Leave entitlement is 30 days plus 10 public holidays per year, pro rata for part time hours.

SICK LEAVE: Comprehensive sick leave scheme is available to all employees. During the first year of service after completion of the probationary period – 5 weeks' full pay and 5 weeks' half pay progressing to a maximum of 13 weeks' full pay and 13 weeks' half pay after three years' service.

PENSION SCHEME: SWA contributes 10% of gross contractual earnings on the provision that the employee contributes a minimum of 3% towards their pension contributions. SWA operates the Nest Pension scheme for all employees who meet the Pension Regulators criteria. All eligible employees will be automatically enrolled at the end of their probation period. Alternatively, employees can arrange to make payments to the pension scheme of their choice, providing the scheme meets the Pension Regulators criteria.

NOTICE: All permanent appointments are subject to a 13-week probationary period. The period of notice during this time will vary from one week to four weeks depending upon the post.

FLEXIBLE WORKING: SWA will work with employees to ensure that individual and organisational needs are met.

CONTINUING PROFESSIONAL DEVELOPMENT: SWA is committed to ensuring all employees are supported to develop their knowledge, skills & abilities.

Scottish Women's Aid is committed to promoting equality and diversity and therefore we welcome applications from all sections of the community.

THIS DOCUMENT IS NOT AN OFFER OF EMPLOYMENT OR A STATEMENT OF TERMS AND CONDITIONS

EXAMPLE ROTA

Hours of work vary based on a 24/7 rota system on the following basis:

- Day shift 08.00 - 15.15
- Evening shift 15.00 - 22.15
- Night shift 22.00 – 08.15

Shifts are allocated on 3-monthly basis.

| Day | Date | Day Shift | Start | Middle shift | Finish | Evening Shift | Start | Middle shift | Finish | Night Shift | Start | Finish | |
|-----------|--------|--------------|----------|--------------|--------|---------------|-------|---------------|--------|--------------|-------|--------|------|
| | | | 10-14.00 | 8.00 | 11.30 | 14.00 - 18.00 | 15.15 | 18.00 - 22.00 | 15.00 | 19.00 | 22.15 | 22.00 | 8.15 |
| Monday | Week 2 | Wokrer 1 | | | | Relief cover | | | | Worker 4 | | | |
| Tuesday | | Wokrer 1 | | | | Relief cover | | | | worker 5 | | | |
| Wednesday | | Worker 2 | | | | Worker 4 | | | | Wokrer 1 | | | |
| Thursday | | Worker 3 | | Worker 2 | | Worker 4 | | | | Wokrer 1 | | | |
| Friday | | Worker 3 | | Worker 4 | | Worker 2 | | | | Wokrer 1 | | | |
| Saturday | | Worker 3 | | | | worker 5 | | | | Relief cover | | | |
| Sunday | | Worker 3 | | | | Relief cover | | | | Worker 2 | | | |
| | | | | | | | | | | | | | |
| Monday | Week 3 | Worker 3 | | | | worker 5 | | | | Worker 2 | | | |
| Tuesday | | Worker 4 | | | | worker 5 | | | | Worker 2 | | | |
| Wednesday | | Worker 4 | | | | Worker 3 | | | | Relief cover | | | |
| Thursday | | Worker 4 | | | | Relief cover | | | | Relief cover | | | |
| Friday | | Worker 4 | | | | Worker 3 | | | | Relief cover | | | |
| Saturday | | Worker 2 | | | | Relief cover | | | | Worker 3 | | | |
| | | | | | | | | | | | | | |
| Sunday | | Worker 2 | | | | Relief cover | | | | Worker 3 | | | |
| | | | | | | | | | | | | | |
| Monday | Week 4 | Worker 2 | | | | Relief cover | | | | Worker 3 | | | |
| Tuesday | | Worker 2 | | | | Wokrer 1 | | | | Relief cover | | | |
| Wednesday | | Worker 2 | | Worker 3 | | Wokrer 1 | | | | Relief cover | | | |
| Thursday | | Worker 3 | | | | Wokrer 1 | | | | Relief cover | | | |
| Friday | | Worker 3 | | | | Worker 2 | | | | worker 5 | | | |
| Saturday | | Relief cover | | | | Wokrer 1 | | | | worker 5 | | | |
| Sunday | | Wokrer 1 | | | | Relief cover | | | | Relief cover | | | |