

Summary Terms and Conditions

First Choice wants to be an employer that attracts and keeps the best people. In addition to salary, we offer a range of benefits that aim to keep us competitive in the market place.

Position	Customer Services Advisor
Hours of work	Standard full time hours are 35 per week, Monday to Friday. Flexible working hours including generous time off in lieu arrangements. We also offer agile working
Place of Work	Coryton , Tongwynlais
Salary	SCP20 –SCP25 £21,466- £25,034
Car	Business mileage paid at current HMRC mileage rates
Pension	10% Employer's contribution to personal pension scheme with 3% mandatory employee contribution
Annual leave	26 days annual leave, plus paid leave for all statutory holidays rising to 27 in the January following 2 years' service and thereafter a day per year until the maximum limit of 30 days
Probation	Your employment is subject to a probationary period of 6 months from your start date.
Notice period	One month on either side.
Sickness pay	Generous sickness pay, plus enhanced maternity, paternity and adoption pay
Health Plan	After completion of your probationary period, you would be eligible for tax-paid provision of HSF Health plan
Training	Excellent training opportunities, college and NVQ fees, plus study and exam leave.
Professional subscription	One professional subscription paid per annum
Other	Spacious well-equipped office Free tea, coffee and water cooler Subsidised Christmas Party

All benefits are provided and paid for at the absolute discretion of the association. First Choice Housing Association reserves the right to amend, enhance or remove benefits subject to legislation, staff consultation and business operations. The association is fully committed to diversity and it is our aim to provide all of our services and employment opportunities on a fair and equitable basis.