



## Information for Prospective Employees

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### **About Us**

Cheltenham Borough Homes (CBH) is a not for profit company, set up in April 2003. We are an Arms Length Management Organisation (ALMO), with responsibility for the management and maintenance of Cheltenham Borough Council's (CBC) housing stock. We are one of the top performing ALMOs in the country. We have a strong and effective tenant-led Board of Directors and currently manage and maintain around 5,000 council-owned and leasehold properties within Cheltenham.

Over time we have demonstrated consistent improvement and have made a difference to the lives of thousands of people living in the homes we manage and the communities that we work within. We are now building new homes, regenerating communities and working closely with our communities to help them take advantage of training and employment opportunities.

We currently employ approximately 180 staff, and operate our own in-house repairs service. We strive to be one of the best employers locally and have been awarded Investors in People (IiP) status in recognition of the quality and values of our staff; the support and development they receive and the business framework within which they work.

Our company vision is that 'our customers are able to improve their quality of life and live in good quality

homes, in places where they choose to live.'

### **Hours of work**

Normal days and hours of work are 37 hours per week, between Monday and Friday, 8.00 am to 6.30 pm.

### **Flexi Time**

CBH operates a Flexi Time scheme which allows you to vary your start and finish time, as well as the length and timing of your lunch break, and to take time off if you have accrued extra hours. Arrangements are subject to business needs and agreement with your line manager. Further information can be found in the Flexi Time Policy.

### **Flexible Working**

CBH recognises that the needs and requirements of employees vary considerably. CBH will consider requests to support employees in balancing their work and non-work commitments. Further information can be found in the Flexible Working Policy.

### **Payment of Salary**

Details of pay will be given in the employee's Statement of Terms & Conditions of Employment. Salary will be paid directly into the employee's bank or building society account, on the 20<sup>th</sup> day of each month.

### **Pension Scheme**

You will join the Local Government Pension Scheme 2014 (contributory scheme) automatically on appointment

with the appropriate deductions from salary. You may opt out of the scheme at any time by completing the necessary process. Further information can be found at: -

<http://www.gloucestershire.gov.uk/extra/gps>

### **Code of Conduct**

Employees are required to comply with CBH's Code of Conduct.

### **Health & Wellbeing**

CBH accepts its responsibility to protect the health and safety of all its employees in the course of their employment.

It is the duty of all employees to have regard for the health, wellbeing and safety of themselves, other employees and third parties at work.

See further benefits below.

### **Contract of Employment**

All new starters will be issued with a Statement of Terms & Conditions of Employment. This will set out the main terms and conditions of your employment in accordance with the appropriate legislation.

### **Probationary Period**

Your employment is subject to the satisfactory completion of a 6 month probationary period. The probationary period will end only when you have been notified in writing.

Your manager will assess and review your work performance during this period and if unsatisfactory, reserves the right to either extend the probationary period or terminate your employment at any time.

### **Training and Development**

CBH is an Investor in People (IIP) organisation and we realise that our employees are our future. We offer a range of courses, on the job training, job shadowing and other opportunities to meet your developmental needs.

### **Car Allowance**

CBH operate two types of car user schemes, essential and casual. At offer stage you will be notified in writing as to whether your role requires you to have a vehicle available to undertake your work and whether the essential scheme applies to you.

The payment of an essential car user allowance (ECUA) supports CBH's commitment to ensure that for those employees where it is essential for them to have a vehicle available they are reimbursed towards the cost of car travel which they undertake while on CBH business.

The allowance and mileage rate are a contribution towards costs such as fuel, oil, servicing, repairs, insurance, vehicle excise duty and MOT. The rate also compensates for 'wear and tear' on private vehicles and contributes towards depreciation of the vehicle. The mileage rate does not cover costs that are specific to a particular journey such as tolls, congestion charges and parking fees. Please note it also does not cover travel to and from work (commuting) and these miles do not constitute work or business miles.

Further information can be found in the Essential Car User Policy.

### **Work & Families**

CBH supports working parents and has a Work and Families Policy which covers maternity, paternity, adoption and parental provisions. See further benefits below.

### **Collective Agreements**

There are Collective Agreements in place at CBH which affect the terms of your employment. Further information is available from HR.

### **Data Matching & Audits**

Data matching will be undertaken in properly authorised circumstances of employee records against other records held by CBH, for example, council tax.

Audits will be undertaken of CBH's data systems to ensure compliance with company policy and statutory requirements.

### **Baseline Personnel Security Standard (BPSS)**

All users of the Council's ICT network, which includes Cheltenham Borough Homes, have to be checked to BPSS requirements due to the nature of the information they access.

A BPSS check involves four elements:

- a) Identity check
- b) Nationality and Immigration status (where required)
- c) Employment history (past 3 years)
- d) Verification of Criminal Record (unspent convictions only)

As a new starter you will be required to be screened to BPSS. You will receive an email from us sent out by our provider BackCheck. You will be asked to give your consent for them to carry out the screening process and complete an online form which records all the information required for BPSS. CBH appreciates your co-operation with this process and asks that you complete and return the online forms swiftly after receiving your invitation so that there are no delays in arranging your start date.

### **Working Time Regulations**

All employees are required to inform CBH if they are engaged in any other employment or profession and must have agreement to continue to do.

Consent will not be withheld unless the employment or activity could have, or be anticipated to have, an adverse effect on CBH, breach the Working Time Regulations or would create a conflict of interest.

## **Benefits**

### **Annual Leave**

The holiday year runs from 1 April to 31 March. Your annual holiday entitlement is 24 days, in addition to public and bank holiday entitlement. In addition, after 5 years' continuous service, you will be entitled to 5 extra days' annual leave.

As a new starter your employment will start part way through the holiday year, therefore your annual leave entitlement will be calculated on a pro rata basis for the first year.

Employees working part-time have the same leave entitlement, but it is calculated on a pro rata basis, according to the number of days/hours worked.

### **Buying and Selling Annual Leave**

CBH employees are able to buy additional annual leave and where necessary, sell leave back to CBH twice a year, subject to budgetary and business requirements. More information can be requested from HR.

### **Occupational Maternity Scheme**

Dependent on your length of service at the time of maternity leave, you may qualify for Occupational Maternity Pay. More information can be found in the Work and Families Policy.

### **Childcare Scheme**

Our childcare scheme enables eligible employees to save money on childcare by paying less income tax and national insurance. The scheme works through a 'salary sacrifice' arrangement whereby, with your permission we reduce your salary by up to £55 per week and pay the equivalent amount directly to your chosen childcare provider. More information can be requested from HR.

### **Discounts**

Employees have access to various local discounts schemes, including discounted gym membership.

## **Health and Wellbeing**

### **Sickness**

CBH operates an occupational sick-pay scheme based on local government service. Subject to the notification and reporting procedures plus additional guidelines outlined in the Attendance Management Policy, an employee absent from work due to sickness can receive payment ranging from one months' full pay to six months' full pay.

### **Occupational Health**

Employees will be fully supported through any ill health issues and will have access to advice on health matters via Occupational Health.

### **Medical**

Once you have received your offer of employment you will be required to complete a medical questionnaire. This will be reviewed by Occupational Health to determine whether you are 'fit for work' and/or whether any reasonable adjustments are required for you.

### **Health Cash Plan**

All employees are eligible to join CBH's health cash plan supplied by BHSF. CBH will pay the monthly premiums for employees who opt to take the cover. As a member you can also increase your level of cover and/or add family members to the scheme, with the additional premiums deducted from your wages and sent directly to BHSF.

Membership also gives you free access to BHSF's online discount site, Network Benefits.

Full details can be found in the Tailored4 Health information booklet.

### **Employee Assistance Programme**

All employees have access to a 24 hour, 365 days a year, telephone helpline covering: - counselling, legal advice, financial information and telephone support for line manager



If you would prefer this information in Braille, large print, audio tape or require a translation please contact the HR Department on 01242 775314 or email [recruitment@cheltborohome.org](mailto:recruitment@cheltborohome.org)

If you would like further information on any of the CBH Policies mentioned above, please contact the HR Department on 01242 775314 or email [recruitment@cheltborohomes.org](mailto:recruitment@cheltborohomes.org)