

What we give our staff



Financial Benefits

Pay

See Job Description / role profile.

Our pay policy includes progression as people train and develop experience, as well as an annual review which considers cost of living rises. Each salary grade has three bands and we will offer the starting salary (band 1) to anyone without prior experience of the role. Once training is complete and you have achieved competency in the role, you will move to the mid-point salary (band 2).

We also benchmark our salaries against market trends to make sure your pay is in line with the wider market.

Pension

Citizens Advice South West Surrey will provide an employee pension scheme with employer contributions of 5% of the applicable earnings amount into this scheme.

Perks and Savings

Through our partnership with TELUSHealth (formerly LifeWorks), we are able to support our colleague's financial wellbeing with savings on everyday purchases and important life events, such as getting married, buying a home or car, family outings and holidays.

Free on-site tea, coffee and milk

Providing a good working environment for colleagues is important to us which is why we offer staff on-site access to free hot beverages in all our offices.

Sickness payments

When you're ill we offer enhanced sick pay of:

- up to 2 weeks during your probation period,
- 1 month's full pay and 2 months' half pay after this and up to 2 years,
- 2 months' full pay and 2 months' half pay, after 2 years of service.

Expenses

CASWS will cover subsistence and travelling expenses reasonably and properly incurred in the course of your employment and with prior approval in line with an updated expenses policy. This will cover business travel only and not regular commuting costs.

Work-life balance

Working hours

See Job Description / role profile. Full-time paid colleagues are contracted to work 37 hours per week. Those working over 6 hours must take an unpaid half hour break.

We are open to discussion about flexible working, which may include arrangements such as part-time working, fixed (non-standard) working hours, working from home and job sharing.

Annual Leave

Colleagues are given 26 days annual leave, plus bank holidays, pro rata per year from 1 January to 31 December. Two days of long service leave are also awarded, with one additional day after completion of 4 years' service, and a further day after completion of 6 years' service.

We close on all public holidays and, at the discretion of CASWS, for up to 5 days during the Christmas period. You are required to take such days as part of your paid leave entitlement if that is a day on which you would otherwise be working. We also recognise that sometimes additional leave is needed for circumstances beyond someone's control like a bereavement and offer additional discretionary special or compassionate leave.

Maternity, adoption and shared parental leave

We offer maternity, adoption and shared parental leave schemes in line with statutory entitlements.

Flexible working

We understand that staff who balance their work and home responsibilities effectively are more engaged and productive. We are committed to providing a successful Work-Life Balance approach, which balances the needs of the service with individual wellbeing. Examples of flexible working arrangements might include:

- Working part-time or job sharing
- Changing your hours of work
- Working from home for part or all of the time

Location

See Job Description / role profile.

All employees will have agreed location(s) which are determined by the requirements of the role. Most roles will have a reasonable expectation to work across locations in our area, dependent on the need of the role.

Employment Status

Permanent. (In some circumstances we will offer fixed term roles where the role is for genuine fixed-term transformation or cover).

Health and wellbeing

Employee assistance programme (EAP)

Our employee assistance programme, provided through our partnership with TELUSHealth (formerly Lifeworks) gives everyone working at the organisation immediate access to professional and completely confidential counselling and advisory services.

The service also provides:

- A free 24 hour, 365 days a year confidential helpline of which the issues do not need to be work-related
- Advice on a wide range of issues - legal, consumer, family, financial, medical, work, stress
- Free counselling - via telephone or face-to-face
- Free advice and counselling (not face-to-face) for staff family members residing at the same address
- Serious illness and accident cover support
- Staff management - support to managers from counsellors, HR specialists, or OH psychologists
- The EAP has a website with supporting materials and an app is also available

Most of the services can also be used by members of your family normally resident with you, including children living away from home at college or university.

TELUS Health - All colleagues have access to our TELUS Health platform which contains a range of courses and tools to help you navigate life changes and issues.

Togetherall - All colleagues have access to Togetherall which is an online mental health and wellbeing service that offers anonymous, confidential peer support 24 hours a day, 365 days a year.

Occupational Health (OH) service

The OH service used by CASWS is aimed at supporting all paid colleagues in the workplace, including advising on return to work after long term absence or advising on workplace adjustments as appropriate.

Free eye tests

You're entitled to a free full eye test, every year in some cases and we'll provide a voucher for this. If you need special corrective glasses and lenses for regular use of computers, we'll cover the cost of these or a contribution to them if you want to upgrade them.

Learning, development and growth opportunities

Our people are at the heart of our service and we recognise that as individuals grow, learn and develop - so too does our organisation.

Regular training

We have a co-ordinated training plan. This means we will provide training for you in your role and support you in taking forward opportunities for your development.

Regular 1-2-1 support sessions with your manager

We think it is important that you get regular time with your line manager which is why all colleagues have regular support sessions with their line manager to discuss performance, personal development and organisational development opportunities.

Equity, Diversity, and Inclusion

At Citizens Advice South West Surrey, we recognise the positive value of diversity, promoting equity and celebrating inclusion. We welcome and encourage job applications from people of all backgrounds.

Our aim is that our workforce will be truly representative of all sections of society. Everyone should feel respected and valued and able to achieve their full potential. You can read more about our approach to equality, diversity and inclusion [here](#).

Network groups

You can join one of our nationwide staff equity groups that include:

- / Race, ethnicity and cultural heritage group
- / Disability group
- / LGBTQ+ group
- / Trans and Non binary group

These provide peer support, influence in the organisation and run various events throughout the year.

Dignity at work

Citizens Advice South West Surrey is committed to providing a culture in which all staff value each other and can work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

We have clear fundamentals and values which we developed with our staff, volunteers and trustees. These are at the heart of our work and include our purpose, how we deliver this, who we support, our identity and how we show this. This includes core values and behaviours we expect all our people to demonstrate – collaborative, inclusive, supportive and with integrity.

All our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Political Impartiality

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party-political impartiality. To avoid misunderstanding or conflicts of interest, guidelines have been established on staff

taking part in party political activities. If you currently hold or are intending to stand for local or national political office, then we will expect you to tell us about this if shortlisted for interview.

Disclosure and barring service checks (DBS)

Some positions may require people undergo a DBS check. We follow [national Citizens Advice policy on this](#), to ensure all sensitive information is handled appropriately.