



Conditions of Service

Post	Customer Service Advisor x4
Employment status	Permanent
Grade	Pay Band F / SCP 12-17
General	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
Hours of work	<p>3x Posts 36 hours per week 1x Post 20 hours per week</p> <p>At Knowsley Council we will consider requests for flexible working. For most roles, the following types of flexibility are usually possible: flexible hours, hybrid working-working from home and office on days agreed with your Line Manager, compressed hours, part-time.</p>
Salary	£28,598 to £31,022 per annum (pro-rata for part time)
Basic annual leave	172.8 hours per annum (pro-rata for part time)
Medical	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
Training	The Council is a recognised 'Investor in People' and encourages training and development for all employees.
Pension	You are automatically entered into the Local Government Pension Scheme, unless you elect not to join. Employees with contracts of employment of less than three months are not eligible to join the scheme. Contributions rates are dependant on salary as per the contribution rates shown below.
Childcare vouchers	The Council is in partnership with a childcare voucher provider, Sodexo who offer existing members a salary sacrifice scheme. However, due to government changes the childcare voucher scheme closed to new entrants in October 2018. Therefore if you were not an existing member of Sodexo prior to October 2018, you will not be eligible to join. There is a government alternative to the Childcare Voucher Scheme called Tax Free Childcare. Further information can be found on the Government website.
Car status	Casual Car Parking is available at Council Offices and is



Disclosure

currently free of charge.

The post is subject to a Disclosure and Barring check. You must ensure that you complete Section 8 of the application form or complete the appropriate detail when uploading your CV. If you fail to do so your application will not be considered. Having a criminal record will not necessarily prevent you from being appointed to the post.

Sponsorship

Please note that sponsorship is not available for this post

Induction

All new starters will take part in a two day Induction Programme on day 1 and 2 of their employment. Further details will be issued to successful candidates before employment commences.

Pension contribution rates

You will be automatically enrolled into the Local Government Pension Scheme (LGPS) which involves the Council and you paying contributions to build up your pension benefits in the Merseyside Pension Fund.

Details of contribution rates, how to opt out of the scheme, paying extra contributions, transferring benefits and other useful information can be found at www.mpfmembers.org.uk / [Pension Contribution Rates](#)

Exempted posts – Disclosure & Barring Service (DBS) disclosure

Knowsley Metropolitan Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

Certain posts are subject to a Disclosure & Barring Service check due to the nature of the work being undertaken. All candidates who are successful at interview for one of these posts will be asked to complete an application form for a 'disclosure' check by the Disclosure & Barring Service before the appointment is confirmed.

Whilst the council supports the rehabilitation of ex-offenders, it is obliged in the recruitment of all employees to use an Exemption Order of the Rehabilitation of Offenders Act 1974 in order to ensure safe recruitment to posts where working with children, vulnerable adults or other positions of trust are involved. If you apply for a post that is subject to a disclosure, you will be advised in the recruitment job pack.



Having a conviction or a record of some type of unacceptable behaviour **would not** necessarily bar you from being appointed to the post as any decision to employ will be considered on the individual circumstances of each case.

If you are in doubt about what you should declare, you can ask advice from a member of the Human Resources Division 0151 443 3434.

Further information about the Disclosure & Barring Service, including how information is assessed in line with the Rehabilitation of Offenders Act 1974 can be found on their website: www.crb.gov.uk

Safeguarding

Children

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

Adults

Where the post involves working with adults with care and support needs who are at risk of abuse or neglect, there is an expectation that the post holder will undertake their duties in line with the Skills for Care [Code of Conduct](#) which outlines the expectations for health and social care workers.

Additional information

The Council has hybrid working arrangements for many of our roles with a combination of homeworking, office and site working as required.

Please note that in accordance with the Council's policy, employees who are in a formal redeployment situation will be considered in the first instance for all vacancies.

We reserve the right to close this vacancy earlier than the specified date should we receive sufficient applications.

CVs/Applications can only be accepted through the Jobs page following registration. Forms received via the post will not be processed.



The job description and other supporting documents will not be accessible once the vacancy closing date has passed so if a copy is required you should download it now.

Employee and Member Assistance Programme

Through the Vivup Employee Benefits Scheme KMBC employees can get exclusive discounts at supermarkets, retailers and food and drink outlets. Discounts are also available on household bills. As well as discounts and offers, the Vivup App offers lots of health, wellbeing and happiness benefits. Employees can get support with mental, physical or personal issues including weight management, debt advice, menopause support, sleeping, relaxation and mediation.