

National Agreement between Post Office Ltd and CWU on the Terms & Conditions for the Field Support Advisor Role.

Background

On 30th June 2008 the role of a Field Support Advisor (FSA) was established combining the functions of Auditor and Trainer into a single job. The objective of this change was to multi skill and rationalise colleagues creating a more effective geographic spread, reducing travelling time, improving efficiency and customer satisfaction. This would give the benefits of increasing the amount of time spent in a Post Office and reducing the amount of time an individual spent away from home or travelling to branches.

The creation of this combined role established a team of 119 FSA's split into six areas each with three teams making a total of 18 geographically located teams made up of 6-7 FSA's. At the same time the two administration units at Leeds and Manchester were retained. The unit located at 80 Old Street was moved to Maidstone Mail Centre.

Full training was provided to FSA's and admin colleagues in units to ensure maximum flexibility within the various roles was achieved.

At the time this new role was established it was found that the working practices for Auditors and Trainers were not the same. The objective of this agreement is to eliminate the anomalies by creating a new grade of Field Support Advisor (FSA) with consistent terms & conditions.

Grading

The role of Field Support Advisor (FSA) will be graded as PO Admin, and the existing training allowance of £1168 will be consolidated from 1 April 2009. The new salary will be £21,046, and will be subject to review in April 09.

Bonus Payments

All FSA's will receive the business overlay Bonus Payment. To ensure everyone is treated equally former auditors will receive these payments backdated to 1 July 2008 all arrears will be paid in June 2009 salaries.

Work Scheduling

FSA's will be contracted to work 35 hours over a 5 day week including Saturdays from 1 April 2009. There will be occasions when an FSA will be required to work in excess of 35 hours which may include working a 6 day week with compensatory time back/days taken as soon as practicable. In agreement with team leaders, this should be as close to the excess hours/days occurring, however, due to operational necessity, no guarantee can be given that time back will be given in the following week. Likewise in weeks where, FSA's are scheduled to work less than 35 hours in any one week the

aim would be to recover this deficit in hours worked as soon as practicable. This arrangement does not preclude the use of overtime when necessary.

Overnight Stays

Full compliance with Health & Safety plus Working Time Directive advice may result in occasional overnight stays where daily travelling will compromise an individuals well being.

London Weighting

London weighting allowance will be based on the location of the nearest branch to their home at 1 April 2009.

For the vast majority of colleagues there will be no changes to their regional pay as a result of this agreement. For the few colleagues who are affected the details of how they will be affected are in shown in annex A.

T&S

Home to office mileage for T&S purposes will be based on the individuals nearest branch to their home.

Job Needs Cars (JNC)

In line with current group policy FSA's who drive above 8000 business miles annually are eligible for and will be encouraged to apply for a JNC, Where the individual chooses to use his or her own car instead the JNC mileage rate will apply.

Terms and Conditions

All other Terms and Conditions applicable to the PO Admin Grade will apply.

Future Changes

Any changes affecting this agreement will be subject to further negotiation between CWU and POL.

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Appendix A

Location Pay

As a result of the changes to geographic areas three people will move to a higher regional pay point. There will be five colleagues who move to a lower regional pay point and will receive the compensation detailed below.

MTSF Pay Protection Policy Extract

5.4 ***Protection of Regional Pay***

- 5.4.1 Where the new job attracts a lesser amount of regional pay than the employee received in his/her old job and where the combined total of the pay and regional pay of the new job are less than the combined pay and regional pay in the old job a compensation payment will be made. A lump sum payment will be made, based on 3 times the difference between the combined pay and regional pay of the old and the new jobs subject to a maximum of the rates as set out in a) to c) below. This lump sum will be paid in two equal annual instalments, the first payment being made with the employee's next salary payment following the end of his/her trial period and confirmation into the new job. All payments will be made less the usual deductions, including tax and employee national insurance contributions and will only be made where the employee is in employment on the date of payment.
- a) Move from Inner London to National pay area - £7,000
 - b) Move from Outer London to National pay area - £3,500
 - c) Move from Inner London to Outer London - £3,200
- 5.4.2 For employees whose hours are less than full time the payment will be pro rata based on the employees' contracted hours.
- 5.4.3 Where an employee moves to a new job in which the regional pay and basic pay together exceed the amount of the regional pay and basic pay of the old job (whether or not a reduction in the regional pay element has occurred), no regional pay protection would be given.
- 5.4.4 If, within two years after the transfer the employee leaves Royal Mail Group, or moves to an area with higher regional pay, any and all payments made will be recoverable in full. It is a condition of payment of the above sums that the employee agrees to such repayment and in particular that any outstanding monies may be deducted from monies owing to him/her by Royal Mail Group. (Standard Form 1.2.A contains wording for this employee agreement)
- 5.4.5 In addition to the payments referred to above, the employee will continue to receive the regional pay element of his/her salary/wage in his/her old job until such time as his level of pay and regional pay in the new job (taken together) equates with or exceeds the level of pay and regional pay he/she was receiving in his/her old job immediately prior to the transfer.
- 5.4.6 Where the employee who is entitled to receive protection of regional pay is aged between 50 and 59 he/she will have the option of continuing to receive the current level of regional pay until age 60 (maximum of 10 years) to maximise pensionable earnings, as an alternative to receiving the lump sum payments and mark time provision described above.