

# Working for Cross Keys Homes



A commercial business with a social heart, our vision is to create opportunities that change lives through our drive, expertise, resources and passion. We recognise and value the role our employees play in supporting this vision.

## Our Values

Action	We get things done. While being accountable.
Commitment	We put customers first.
Excellence	We always strive to be the best.
Integrity	We're honest and open in everything we do.
Teamwork	We work together to deliver.

Our values are at the heart of everything we do. We aim to develop a culture where people feel appreciated for their hard work, commitment and achievements.

## CKH Rewards

CKH Rewards is a benefits platform exclusive to you as a CKH employee, even when you are within your probationary period. You will find information about all of CKH benefits including company benefits, local discounts and access to the largest employee discount schemes in the world on this platform. You will also have access to instant vouchers, cashback and reloadable gift cards for over 900 retailers nationwide. For more information, please visit [www.ckhrewards.co.uk](http://www.ckhrewards.co.uk).

## Westfield Health

Once you have successfully passed their probationary period you will be eligible to sign up for Westfield Health, which is a completely free service giving you access to a range of cash benefits and services. You will receive money back on a range of essential healthcare including new glasses, contact lenses, dental treatment and physiotherapy. If you have dependent children, they will also be covered on certain benefits up to the age of 22. For more information, please visit [www.ckhrewards.co.uk](http://www.ckhrewards.co.uk).

## DoctorLine

Westfield Health members will have access to a 24 hour worldwide DoctorLine which enables you to pick up a phone and arrange a call back from a practising UK GP from anywhere in the world. It is the closest thing to a doctor's appointment without the wait.

## 24/7 Employee Assistance Programme

All CKH employees have access to a 24 hour free and confidential counselling and legal advice service. You can get advice and guidance either by phone or face-to-face on medical, legal and other issues, including counselling for health, bereavement, drug/alcohol abuse, debt, marital, relationship and family issues.

In addition to the advice line, you will have access to up to six face to face counselling or cognitive behavioural therapy sessions (for you).

This service is totally confidential and free to you and your family who live at the same address. For details on how to access the service, please visit [www.ckhrewards.co.uk](http://www.ckhrewards.co.uk).



# Eye tests and eye care Vouchers

If you are a designated computer user, you will be entitled to a VDU eye care Voucher which you will give you access to a free full eye examination and discount off glasses. Don't forget to look on CKH Rewards for what discount and cashback offers are available.

## Pay

We operate a market-tested competency-based pay system, which means that you are paid according to your knowledge, skills, experience and performance, within a salary range set for each role. Salaries are paid on the 28th of every month (earlier if 28th is a bank holiday or weekend).

## Hours of work

The full-time working week is 37 hours for all employees, with a 30-minute lunch break for those who work over 6 hours in any one shift. Part-time posts will receive pay and benefits in direct proportion to the full-time equivalent. CKH promotes flexible working where the needs of the business can also be met.

## Learning & development

We are committed to your professional development to ensure that our people are equipped to deliver the best services to our customers by having the knowledge, skills and experience they need to perform to a high standard. This is supported by a values-based appraisal process, where delivery of results is rewarded by competency-based pay.

## Professional qualifications

We are keen to support your aspirations to achieve professional qualifications related to individual career development and the long term plans of CKH. Employees who have successfully passed their probationary period can apply for support to complete professional qualifications. For further information, please refer to the Professional Qualification Support Procedure.

## Professional subscriptions

As part of our support for your personal and professional development, we will pay for one professional subscription per year, where membership of a professional body is a requirement for your role.

## Pension scheme and life cover

CKH is part of the Social Housing Pension Scheme (SHPS) DC Scheme. Eligible employees will be automatically enrolled. The current contribution rates are 5.4% from CKH and 2.7% from you. CKH will double employee's contribution up to a maximum of 10%. SHPS members will also benefit from Life Cover in the event of death in service.

## Holiday entitlement

Depending on your role, the basic holiday entitlement is either 20 days or 25 days (in addition to public holidays). Holiday entitlement for part-time employees is calculated pro rata. Holiday entitlement currently increases in line with length of service up to a maximum of 32 days.

## Selling holiday

CKH is happy to receive requests from employees wishing to 'sell' holiday days per holiday year. For further information, refer to the CKH Pay, Benefits and Recognition Policy.



## Driving lesson loan

You are entitled to apply for an interest free loan for driving lessons, normally repayable over 12 months.

## Cycle to Work scheme

Under this scheme, you can hire a bike and accessories of your choice, through a hire agreement, up to a value of £800 for commuting to work and personal use. This operates on a salary sacrifice arrangement resulting in a benefit from tax and National Insurance savings.

## Business Mileage

If you occasionally use your own car for CKH business you are considered to be a Casual Car Users and you may make business mileage claims if agreed by your line manager. For further information, refer to the Expenses Policy.

## Essential Car User Allowance

A number of roles at CKH are defined as Essential Car Users (ECU) as they are required to frequently travel for business purposes using their own vehicle. If your role falls into this category, you will be paid ECU Allowance. This allowance is regularly reviewed. For further information, refer to the Expenses Policy.

## Car Sharing

You can claim a higher mileage rate where car sharing is used for an authorised business trip. For further information, refer to the Expenses Policy.

There are a number of designated car sharing bays located in the head office car park which you can use if you car share to work.

## Pool Cars and Pool Bikes

You can book the use of a pool car or pool bikes (and safety equipment) for business journeys. For further information, refer to the intranet.

## Use of Bicycles for Business Travel

As part of our commitment to being an environmentally responsible company we encourage the use of bicycles for business travel. If your own bicycle is used for authorised business travel, mileage rates will be paid. For further information, refer to the Expenses Policy.

## Maternity, Paternity and Adoption Leave and Pay/ Family Friendly Policies

CKH offers a range of family friendly policies. For more information, please refer to these policies on the intranet.

## Flu Jabs

CKH offer employees a free flu vaccination once a year, administered by our Occupational Health provider. In addition, you can also claim back via expenses the reasonable cost of a flu jab once a year. For more information, please visit CKH Rewards.



# Reward and Recognition

You, and your colleagues, are the key to our success and we are keen to recognise and reward discretionary effort of those employees who are willing to go above and beyond the requirements of their role, for the good of their team, the organisation, our customers and stakeholders.

## Free Car Parking

Free car parking is provided at our head office in Shrewsbury Avenue, Peterborough as well as a number of CKH projects and schemes.

## Gym

CKH offers free use of a newly refurbished on-site gym at Head Office. For more information, please visit CKH Rewards.

## Yoga Classes

CKH employees can stretch and unwind after a busy day at the free yoga classes that runs every week at head office. For more information, please visit CKH Rewards.

## Local Perks and Discounts

You can benefit from loads of money saving perks just by being a CKH employee. To take advantage of many of these you'll need a valid CKH ID card, which you can get from the Communications and Marketing team. To find out what local offers are available, please visit CKH Rewards.

## Long Service Awards

We reward employees for long service and loyalty. Once you reach 25 years continuous service with CKH (and any predecessor authorities) you will receive a voucher for a shop of your choice to the maximum value of £150.

## Equality & Diversity

We are committed to welcoming and valuing diversity, promoting equality of opportunity and tackling unlawful discrimination. CKH does not discriminate against employees, customers, visitors, suppliers or others based on their sex, sexual orientation, marital status and civil partnership (same sex), pregnancy and maternity, gender reassignment, race, religion and belief, disability or age (collectively referred to as protected characteristics in this scheme and the Equality Act 2010).

The CKH Equality and Diversity Strategy is incorporated into every employees working activities and in all their dealings with; customers, contractors/consultants/ suppliers, colleagues and anyone else they come into contact with during the course of their employment or engagement.

All employees, board members and resident board members are required to complete Equality and Diversity e-training when they join the organisation. Refresher training is required annually.

We are committed to equality and diversity which is integral to our One equality scheme.

## Work Place Giving

Through this scheme, employees can make regular tax efficient donations to charities of their choice direct from their salary. For example if you are a 20 per cent taxpayer, you could pledge a monthly £10.00 donation, but it would cost you just £8.00 from your salary. As a 40 per cent taxpayer, you would pay £6.00 per month on a £10.00 pledge.

If you have any queries on this information please do not hesitate to contact our Human Resources team on by phone on 01733 385000 or by email at [HR@crosskeyshomes.co.uk](mailto:HR@crosskeyshomes.co.uk).

