

Local Agreement for the County Council's Customer Services Contact Centre

1.0 Parties to the Agreement

- Cambridgeshire County Council.
- The recognised Trade Unions.

2.0 Effective date

22nd July 2025

3.0 Employees covered:

- NJC pay scales: Customer Services Advisors, Resources and Performance Co-ordinators and Customer Services Performance Analyst roles
- P&M pay scales: Team Managers.

The above list will be referred to as the 'Team' in the Local Agreement. Only these groups of employees are affected by this agreement.

4.0 Details of the Variations to the Single Status Collective Agreement

Customer Services operates a local Job Family within the NJC pay structure which applies solely to the role of Customer Service Advisor, enabling postholders to develop and move between four defined progression levels (see Appendix 1).

This agreement allows employees listed in section three to participate and claim the agreed allowances for evening and weekend working, in accordance with NJC allowance rates.

5.0 Why is a variation to staff terms and conditions needed?

5.1 The Job Family

The job family recognises the need for Customer Service Advisors to have a clear progression pathway, enabling individuals fulfilling this role to work towards goals and plan for advancement. Each level of the Job family contains increasing responsibilities and required expertise, providing individuals with more variety in their role and facilitating retention within the service. The job family acts to provide a consistent and fair progression and compensation structure

This structure assists in making recruitment to the role more targeted and relevant. It also helps to identify common training needs across individuals fulfilling the role, in addition to the creation of personalised training plans in accordance with an individual's career aspirations

Each level of the job family identifies the skills, knowledge and behaviours required to fulfil the needs of the business and to assist in the identification of successors for key roles.

5.2 Operating hours

The Contact Centre is open between the hours of 8am- 6pm Monday to Friday and 9am- 1pm on Saturdays.

Employee contracts reflect these service times and working hours are scheduled across the opening times (including Saturdays) in conjunction with peaks in customer demand and internal service/ organisational requirements. Operational hours and model shift patterns are made explicitly clear throughout the recruitment and onboarding stages of new staff into the service.

Consequently, this agreement permits the continuation of weekend working and evening working, in conjunction with the activities and specifications outlined in the sections below.

It is recognised that in addition to normal hours of work, Monday to Friday, weekend working is disruptive and will ensure a proactive approach to work life balance is maintained as far as possible.

Scheduling of weekend working will be undertaken in advance with 4 weeks' notice of working, unless a change to the notice period is otherwise agreed with the Trade Unions.

6.0 Customer Service Activities associated with evening and weekend working

Activities undertaken during these times are categorised as below:

- Customer Contact handling (primarily non-telephone-based customer facing work).
- Ad-hoc requirements, such as responding to emergencies as detailed within localised business continuity plans
- Essential Operational Delivery Requirements, such as IT system upgrades, new systems, IT testing and recruitment.
- Staff development and training activities which require a 2-hour duration or more (see 6.2 for additional checks and balances). Such activity anticipated to be less than 2-hours will be arranged during Monday to Friday.

The commitment expected from individuals for each of the above will be different based on operational needs and job role as set out in Table 1. Whilst some activity operates on a mandatory basis, a flexible approach will be adopted by the service as far as reasonably possible and will operate as follows:

Approach to Evening and	Customer Service	Performance Analyst-NJC	Resources and performance	Team Managers- P & M
-------------------------	------------------	-------------------------	---------------------------	----------------------

weekend Functions by role	Advisors-NJC		co-ordinators-NJC	
Customer Contact Handling (6.1)	Mandatory	N/A	N/A	Voluntary
Responding to Emergencies (6.2)	Voluntary	Voluntary	Voluntary	Mandatory
NEW IT systems and upgrades. Essential maintenance and testing (6.2)	Mandatory	Mandatory	Mandatory	Mandatory
Recruitment (6.2)	Voluntary	Voluntary	Voluntary	Mandatory-representation needed from individuals fulfilling this role
Mandatory service training relevant to corporate, business or role requirements (6.2)	Mandatory	Mandatory	Mandatory	Mandatory
Voluntary service training (6.3)	Voluntary	Voluntary	Voluntary	Mandatory role representation needed from individuals fulfilling this role

Table 1.

6.1 Routine Customer Contact Handling

This function constitutes business as usual operational delivery on a Saturday (Customer Service Advisors only) to fulfil customer contacts.

To ensure equity across the service, Customer Service Advisors will be required to work five scheduled slots each year to cover the minimum routine Customer Contact Handling requirements. This is in line with requirements for weekend working within employee contracts. Where additional cover is needed, this will operate on a voluntary, opt in basis. The maximum number is for the individual to decide.

Frequency of scheduling (up and down) is determined by planned and unplanned peaks and troughs in customer demand. Saturday shifts will be scheduled by the business. Notice periods of scheduled shifts are documented within internal scheduling procedures but will be no less than 4 weeks. Shifts that are cancelled by the business with less than one week's notice will count towards the stated allocation in this section.

Customer Service Advisors can swap shifts with any similarly skilled colleague. The four-hour working commitment associated with this function can be completed at any time during the day on which the Advisor is scheduled.

6.2 Other Essential Operational Delivery Requirements

These requirements are acknowledged to vary in accordance with wider corporate requirements and business need. Work in this category is essential, infrequent and is not anticipated to require a large or regular commitment from staff.

These requirements encompass:

- When operating a customer helpline in support of a service or the whole council being in full business continuity mode
- System upgrades, new systems and associated essential IT Testing
- Recruitment activities
- Mandatory Officer development/Training activities delivered on a Saturday

A practical approach to scheduling mandatory training will be adopted to minimise the likelihood of Saturday working unless unavoidable. The requirement for individuals to attend training on a weekend will be restricted by the following conditions:

- When the training needed is a requirement of the whole Team, a skill group or specific role or level within the Job Family.
- Training of two hours or more.
- That it cannot be given during the normal working hours by for example, splitting the Team into smaller numbers, so not to adversely affect the operational functions of the service.

Table 1 (Section 6) details these activities by role and defines whether the function is voluntary or mandatory. Where mandatory, this requirement is additional to the requirements detailed in 6.1.

6.3 Non- essential Operational delivery Offer

This refers to officer development/training activities, which meet the three conditions in 6.2 above and is not considered to be essential.

Table 1 (Section 6) details these activities by role and defines whether the function is voluntary or mandatory. The Mandatory element to this function relates solely to sessions where a member of the management team is required to deliver or facilitate the session.

7.0 Payment and recompense.

Employees mentioned within this agreement will be paid overtime for evening and weekend working in accordance with the corporate overtime and enhancements policy.

Those working, will also have the option of claiming TOIL where this can be supported by the business and requests for this will be carefully considered recognising individuals' circumstances. TOIL will be recompensed at the same rate that overtime is accumulated.

8.0 Monitoring

Implementation and effectiveness of this Agreement will be monitored at least annually at CJP, by consultation between management and union representatives, including communication with the affected employees.

9.0 Review

The review date for this Agreement is July 2026.

10.0 Termination

The notice required to terminate this Agreement by either side will be 3 months. Written reasons for termination, linked to changes in business needs at a corporate and/or local level, are to be provided. Once an Agreement is terminated, the affected terms and conditions will be either replaced by the corporate standard or by new terms negotiated via a new Local Agreement. These details, and the process for giving notice of the change to affected employees, will be confirmed to the recognised trade unions.

11.0 Signatories

On behalf of the employer:

Name: Joanne Green



Position: Head of Customer Services

Date: 28.07.2025

Janet Atkin



Position: Service Director: HR

Date: 21.10.2025

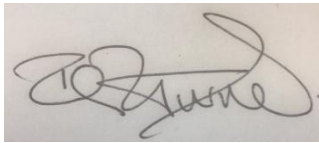
The recognised Trade Unions:

Unison

Name: Rob Turner

Position: Branch Secretary

Date: 28 July 2025

A handwritten signature in dark ink, appearing to read 'Rob Turner', on a light-colored background.

GMB

Name: Joshua Wade

Position: Convener for Cambridgeshire County Council

Date: 6th August 2025

A handwritten signature in dark ink, appearing to read 'Joshua Wade', on a light-colored background.

Unite the Union

Name: Rosie Newbigging

Position: Regional Officer

Date: 8/8/25

A handwritten signature in dark ink, appearing to read 'Rosie Newbigging', on a light-colored background.

Appendix 1.

Customer Service Advisor- Job Family	NJC –pay scale	Movement between grades
Level 1	11-12 (Grade 4-5)	Performance related increments in line with the council's corporate performance appraisal process- end of year rating of 5 or 6
Level 2	13-16 (Grade 5)	
Level 3	17-19 (Grade 5-6)	
Level 4	20-22 (Grade 6)	Progression between levels- where an individual can demonstrate that they are consistently meeting the objectives within their current level- skills, knowledge and behaviours.