

### **Conditions of Service and Appointment Procedure**

Post Title:	Visitor Services Officer
Place of Employment:	Hoveton Visitor Centre or any other location within the Broads area as required.
Details of Employment:	This is a fixed term contract until 7 November 2025.
Grade and Salary:	The full annual salary is within the Broads Authority Local Government salary scale B with a current salary range of £24,790 by 1 increment to £25,183. The starting salary will depend on the qualifications and experience of the successful candidate, but will normally be at the bottom of grade and pro rata to the length of contract.
Conditions of Service:	The conditions of service will be those laid down by the National Joint Council for Local Government Services, as supplemented by the Scheme of Local Conditions of Service adopted by this Authority.
Probationary Period:	The appointment will be subject to a probationary period commensurate with the term of the contract.
Hours:	The standard working week is 24 hours working Wednesday, Thursday and Friday.
Uniform	Whilst on duty staff are expected to wear the uniform provided by the Authority.
Leave:	The full time equivalent annual leave entitlement is 24 days, with a further additional day after each full leave year of continuous service, to a maximum of 29 days after five years. This is in addition to the 8 normal public holidays and two concessionary days.
Pension:	As the post is more than 3 months you will be automatically enrolled in the Local Government Pension Scheme (Career Average Revalued Earnings). Currently the Broads Authority contributes 21% of gross salary with the employee contributing between 5.5% and 12.5% dependant on salary.

Travelling Allowance:	You may be required to carry out some travelling as part of the duties of the post and Broads Authority pool vehicles (and bicycle) are available for this purpose. You will, however, be reimbursed in accordance with the HMRC mileage rate on those occasions when you are required to use your own private vehicle for business use.
Removal and Disturbance Allowances:	An allowance of up to £5,000 will be made available to the successful candidate in appropriate circumstances.  In addition an allowance of up to £80 per week for up to 26 weeks will be payable if you are obliged to maintain two homes for a temporary period pending the sale of your old home.
Fitness for Work Medical Assessment:	You may be subject to a medical referral to Workplace Health and Wellbeing, our Occupational Health advisers.
Equal Opportunities:	The Authority is an equal opportunities employer and undertakes to conduct its affairs in a manner which will not disadvantage any employee, job applicant or volunteer on the grounds of disability, sex, race, religion or belief, age, sexual orientation, gender reassignment, pregnancy and maternity or marriage and civil partnership.
Disability:	The Authority undertakes to ensure fair treatment of disabled applicants for all vacancies, to interview all applicants with a disability who meet the minimum criteria for a job vacancy and to consider them on their merits.
Smoking:	The Authority operates a strict 'no smoking' policy in its offices and other premises.
Continuous Service:	If you have previous continuous service with an organisation covered by the Redundancy Payments (Local Government) (Modification) Orders (which cover local authorities and related bodies) this will be included in calculating your entitlement to a redundancy payment; sickness allowance; annual leave and notice period.
Immigration, Asylum and Nationality Act 2006:	The Authority is required to check a candidate's eligibility to work in the United Kingdom when selected for interview. Please bring original documents as described on the defined lists available when invited for interview.

**Appointment Procedure:**

Application forms can be downloaded via the Authority's website [www.broads-authority.gov.uk](http://www.broads-authority.gov.uk) and emailed to [jobs@broads-authority.gov.uk](mailto:jobs@broads-authority.gov.uk) or a hard copy sent to Human Resources Team, Broads Authority, Yare House, 62-64 Thorpe Road, Norwich, NR1 1RY **to arrive not later than 12 noon on Thursday 27 February.**

Please note we require a completed application form and will not accept stand alone CVs.

Interviews for this post will be held at Yare House, Norwich on Friday 7 March.

Only applicants who are shortlisted for interview will be communicated with further.

If you have any queries in respect of this appointment, or the conditions of service, please contact the Human Resources Team on 01603 610734.