



CHANGES TO INTERNET BANKING ROLE ANNOUNCED

Telephony has informed Unite that following feedback received from advisors and a review of the type of work undertaken by Internet Banking that it is now felt the role, previously aligned to the Service Advisor pay, grade & bonus arrangements, should be aligned to the Core Banking Advisor arrangements. This alignment will take immediate effect with training support throughout Quarter 3 for all Internet Banking Advisors.

WHAT DOES THIS MEAN FOR YOU?

Unite welcomes the fact that the Bank now recognises that the work to be completed by Internet Banking advisors should be rewarded on a higher pay scale and we welcome that a percentage of staff will see an immediate increase in the basic salary, backdated to 1 January (all staff will be managed against the Core Banking Advisor pay scale and the pay increase will be backdated to 1 January 2008 or the start date in role). Advisors will also have the additional potential to increase their earning through the Core Banking Advisor bonus scheme which is uncapped.

At present email advisors and certain administration roles within Internet Banking roles are not affected by these changes. Unite has asked Telephony to share information about future plans for these populations.

WHAT HAPPENS NEXT?

We have been notified that training will commence in Quarter 3 and some staff may have the opportunity to improve their bonus sooner. Unite believes that this may be welcome news for more experienced staff but your union believes staff should only be targeted on sales when full training for the role has been completed and after a suitable period of adjustment. We have asked Telephony to provide more detailed information regarding when advisors may see the introduction of sales targets as part of their role.

OUTSTANDING CHALLENGE TO BAND 7 STATUS FOR INTERNET BANKING STAFF

At the beginning of 2008 all phone based advisors in Telephony were aligned to the newly introduced Service, Sales and Core Banking Advisor Roles. Following negotiations with your union, Unite, it was agreed that any population of staff downgraded would receive protection of pay and allowances in accordance with the Staff (PPP) Manual.

The bank also agreed that Unite would assess populations that had been identified as no longer completing Band 7 work, specifically the population of Internet Banking advisors based in Glasgow and Newport.

Following an assessment carried out by Unite we believe the role of an Internet Banking Advisor remains a Band 7 role. This assessment is supported by the technical complexity of the queries advisors are required to answer. This claim is unaffected by the changes proposed. We continue to press our claim within Telephony and hope that a positive agreement can be achieved.

NOT YET A MEMBER?

Join today for the unbeatable amount of £5.77 per month for full time staff or £3.17 for part time staff; in addition, you will receive the first three months membership completely free.

Contact the helpline for further details or join on-line at www.unitetheunion.com