

# CHS Employee Benefits



We're delighted to offer Children's Hearing's Scotland (CHS) employees an attractive benefits package. Below includes a selection of benefits available to those who work at CHS, including flexible working practices, discounts and resources to support working well.

## Supporting Work-Life Balance

### Working Hours

At CHS, our normal working week is 35 hours\*, normally worked 09:00 – 16:45 Monday – Friday. As a volunteer-involving organisation, some roles may be expected to support volunteers and attend events beyond these working hours. These arrangements will be discussed with the relevant line manager. We have flexible arrangements to accommodate getting relevant time back as well as to help with balancing personal commitments with business needs.

### Flexi Time and Flexible Working Hours

We offer flexitime to help you manage your work and personal commitments more effectively. While specific arrangements depend on your role and team needs, we're committed to finding a balance that works for both you and the organisation. Colleagues have the ability to take up to 26 days\* flexi leave per year so that you can take time back when you need it.

\* *Pro-rata for part-time colleagues*

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## Generous Annual Leave & Holidays

Our leave year runs from 1 January to 31 December and includes:

- **25 days\*** annual leave, increasing to 30 days\* after 5 years' service
- **11.5\*** public holidays (eight days fixed)

Our financial year runs 1 April – 31 March and includes:

- **1 Wellbeing Day** – to focus on yourself through preventative actions that promote self-care.

## Volunteering Leave

We offer up to 4 days\* of volunteering leave to support your involvement in community and charitable activities. This time is designed to help you give back to causes you care about while maintaining a healthy work-life balance. Whether it's mentoring, helping at local events, or offering your professional skills, we encourage you to take advantage of this benefit to make a positive impact in your community.

## Special Leave & Family Support

We offer a comprehensive range of family-friendly and special leave options to support colleagues through key life events, caring responsibilities and personal circumstances. Here is an overview of what's available.

Parental / Family Leave	
Leave Type	Summary
Maternity Leave*	Up to 52 weeks of leave. Enhanced pay for eligible colleagues in line with our <a href="#">Family Friendly Policy</a> : 6 weeks at 90%, 33 weeks with statutory maternity pay + half salary, final 13 weeks unpaid.
Adoption Leave*	Up to 52 weeks of leave. Enhanced pay for eligible colleagues in line with our <a href="#">Family Friendly Policy</a> : 6 weeks at 90%, 33

\* Pro-rata for part-time colleagues

	weeks with statutory maternity pay + half salary, final 13 weeks unpaid.
Paternity Leave*	5 weeks' paternity leave. Eligibility for paid paternity leave in line with our <a href="#">Family Friendly Policy</a> .
Shared Parental Leave*	Up to 50 weeks' shared parental leave and up to 37 weeks' statutory shared parental pay. Eligibility and pay are in line with our <a href="#">Family Friendly Policy</a> and statutory requirements.
Neonatal Care Leave*	Up to 12 weeks' neonatal care leave for eligible colleagues. Eligibility and pay are in line with our <a href="#">Family Friendly Policy</a> .
Fertility Treatment*	Up to 10 days' paid leave (pro rata) for fertility treatment, in line with our <a href="#">Special Leave Policy</a> .
Antenatal Care (Partners)*	Paid time off to attend two antenatal appointments (up to 6.5 hours each), in line with our <a href="#">Family Friendly Policy</a> .
Parental Bereavement Leave*	Up to 2 weeks' parental bereavement leave, in line with our <a href="#">Family Friendly Policy</a> .
Bereaved Partner's Leave*	Up to 52 weeks' unpaid leave, in line with our <a href="#">Family Friendly Policy</a> .
Parental Leave*	Up to 4 weeks unpaid statutory parental leave for eligible colleagues, in line with our <a href="#">Family Friendly Policy</a> .

### Carer's Leave

Leave Type	Summary
Dependent Leave*	Up to 5 days paid leave, in line with our <a href="#">Family Friendly Policy</a> .
Carer's Leave*	Up to 5 days' unpaid leave, in addition to dependant leave, in line with our <a href="#">Family Friendly Policy</a> .

### Special Leave

Leave Type	Summary
Compassionate Leave*	Up to 5 days' paid leave.
Funeral Leave*	1 days' paid leave.
Medical Appointment*	As required / Flexi time use.
Public Duty*	Up to 24 days' per year paid leave.
Service in Non-Regular Forces*	Up to 15 days' paid leave.
Attendance at Court*	As required – unpaid leave.
Election Candidates & Agents*	Up to 10 days' – unpaid leave.
Other Special Leave*	Up to 5 days' – paid / unpaid.

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## Hybrid Working

At CHS, we operate a hybrid model of work, which for most roles includes a regular mix of working from home, the office and/or on-site. Colleagues are expected to attend Thistle House or other on-site/regional locations on average two days per week (pro rata). On-site locations may include Scottish Government buildings that offer hot-desking, meeting or event venues within a region, or other places where CHS activity is taking place.

Colleagues agree on suitable office/on-site days with their line manager, and we encourage regular discussions to ensure organisational requirements are met while also supporting individual and team needs. Some roles may require a higher level of in-person attendance, and where this applies it will be made clear during the recruitment process.

We recognise the value of hybrid working in meeting both organisational and personal needs, enabling opportunities for meaningful in-person collaboration alongside the flexibility of remote work.

### **Central Edinburgh Office**

Just minutes away from Haymarket train station, our head office offers a modern, flexible space designed for different working styles:

- Collaboration and project spaces
- Quiet working zones
- Meeting rooms and focus pods
- Touchdown desks for hybrid days
- Personal lockers
- Parking spaces available for booking

 [View our office space](#)

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## Hybrid Working Support

As a national organisation working in a hybrid way, we support balanced, flexible working — including ensuring your home setup helps you work comfortably and safely.

- Home-working equipment provided based on your Display Screen Equipment (DSE) assessment and any reasonable adjustment needs, so you can work at your best.
- Regular reassessments to ensure your workspace remains safe, supportive and fit for purpose.

## Working from Scottish Government Offices

As part of our hybrid approach and onsite expectations (2 days\* per week), colleagues can also benefit from working from some of the other Scottish Government offices, too. This gives you more flexibility closer to home and offers great opportunities to connect with people across government and other NDPBs, especially when travelling or attending meetings.

Many buildings offer hot-desking and touchdown spaces, though availability and facilities vary by location.

## Health, Wellbeing, and Development

### Wellbeing Support

To have someone to talk to if facing challenges at work or at home, we offer colleagues and their immediate family members access to our free, confidential, external ‘Employee Assistance Programme’ through Health Assured. This health and wellbeing service operates 24/7, 365 days a year and offers:

- Immediate emotional support
- Confidential counselling (telephone or online) if referred for up to 6 sessions, per topic, per year

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\* *Pro-rata for part-time colleagues*

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- Self-help tools, wellbeing programmes, information & resources
  - Legal, financial, and medical advice support lines
  - Manager support service
  - Support for you and your immediate family
  - Direct referrals via your manager or HR team if you need support getting in touch

We also signpost employees to alternative external services, such as [Able Futures](#), who provide UK Government-funded, confidential mental health coaching.

## **Physical health**

### **Civil Service Sports & Social Club (CSSC)**

[Civil Service Sports and Social Club](#) (c. £4.50/month):

- Access to sports & leisure facilities across the UK
- Free or discounted activities, events & days out
- Additional savings and offers

## **Eye Care Support**

Supporting your eye health and safe working setup:

- Up to **£60 contribution** towards glasses required for DSE (Display Screen Equipment) use

## **Sickness Absence Allowance**

We understand that health challenges can happen at any stage of life, and we want colleagues to have the space and support needed to fully recover. To help you rest, recharge and return to work safely, we offer an enhanced occupational sick pay package that goes beyond statutory requirements.

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We also work closely with Occupational Health specialists, who can provide advice, support and guidance during periods of sickness absence. This may include help with, workplace adjustments, phased returns, or ongoing wellbeing support — all designed to ensure you feel supported throughout your recovery.

### **Enhanced Occupational Sick Pay**

<b>Length of Service</b>	<b>Full Pay</b>	<b>Half Pay</b>
Less than 1 year	5 weeks	5 weeks
1 year but less than 2 years	9 weeks	9 weeks
2 years but less than 3 years	18 weeks	18 weeks
3 years but less than 5 years	22 weeks	22 weeks
5 years +	26 weeks	26 weeks

### **Learning & Development**

CHS offers a Learning and Development programme, to support our employee performance development, professional goals, and training to work well. We provide organisation-wide training (including external sessions and internal skill-sharing) using a variety of methods including in-house, e-learning, and the use of external providers. Whether you're sharpening your skills or exploring new areas, you'll gain the resources and support you need to grow in your role.

### **Connecting and Networks**

Our relationships at work matter. CHS offer informal environments for connecting with colleagues through a range of internal fundraising events and social, optional activities throughout the year, often focused on raising money for our charity of the year. At least once a year, we also bring the whole organisation together for an All-Team Day, giving everyone the opportunity to connect, collaborate, and celebrate our work together in person.

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Additionally, as a Scottish Government Non-Departmental Public Body, we have access to a range of staff networks for sharing views, experiences, and ideas around diverse topics that matter to you.

## Financial Wellbeing

### Lifestyle & Financial Benefits

Colleagues can access our online savings platform (Reward Gateway), which includes:

- Discounts from hundreds of major brands
- Cashback on everyday purchases
- Tools for budgeting, saving and money management
- Guides on mortgages, family finances and insurance

### Cycle to Work Scheme

Save up to 49% on tax-free bikes and accessories with [Cycle Solutions'](#) Cycle to Work scheme. With no upfront costs, easy salary deductions from gross pay, it's a hassle-free way to upgrade your commute. Enjoy free insurance, tools, and a bike bag, plus an 18-month warranty and reward points for future purchases. Choose from a wide range of products and get them delivered straight to your door—cut costs, beat traffic, and boost your benefits package all in one go!

Employees can use the interactive map to easily find their nearest partner stores. They can find a package that suits them the best, try out the bike and grab a quote to submit on the Cycle Solutions site.

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## Car Benefit Scheme

The [Tusker Car](#) Benefit Scheme is a salary sacrifice arrangement where eligible employees can configure a brand-new car with insurance, road tax, replacement tires, routine servicing, maintenance, and RAC breakdown cover for a fixed monthly amount.

## Competitive Pension Scheme

Planning for the future is important. All colleagues are enrolled into the [Lothian Pension Fund](#), a high-quality, fixed-benefit public sector pension scheme.

### What you can expect:

- Auto-enrolment when you join
- Fixed-benefit pension based on your earnings with employee contributions set by salary band, between 5.5% and 11.2%, reassessed each year
- Significant employer contribution of 17.2% of your salary on your behalf, reassessed every 3 years
- Option to transfer previous pensions (within your first year)
- Life assurance with a partner pension payable and a death grant, if applicable.

## Job Security

Scottish Government policy of 'No Compulsory Redundancy' where it is practical to do so.