



## Local Advocacy Manager

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## INFORMATION FOR APPLICANTS FOR THE POST OF LOCAL ADVOCACY MANAGER

Thank you for your interest in being our **Local Advocacy Manager**. This pack tells you more about the Ramblers, how we work, and details of the role and the people you'll be working with. It also gives information on how to apply.

### About the Ramblers

The Ramblers helps everyone, everywhere, enjoy walking and protects the places we all love to walk. We are the only charity dedicated to looking after paths and green spaces, leading walks, opening up new places to explore and encouraging everyone to get outside and discover how walking boosts your health and your happiness.

Since 1935, the Ramblers have played a crucial role in:

- establishing National Parks
- establishing the first National Trail, the Pennine Way
- protecting paths and place them on definitive maps in England and Wales
- getting access to the countryside, including the Land Reform (Scotland) Act 2003, securing ancient freedoms and the Countryside and Rights of Way Act (2000) which opened up a million hectares of countryside in England and Wales
- helping people to go walking on friendly, group walks and with our and quality library of self-guided routes.

We are as relevant today as ever before. Our programmes and activities are many and varied. We provide:

- Self-guided routes for informal walking, including free, short routes for those new to walking
- Led group walks, including free health walks for those who need a helping hand to get started
- Outings, trips away and social events for our members
- Information and education to the public on places to walk, safety and equipment
- Advocacy and campaigning for a country designed for walking
- Monitoring and inspection of the path network and rights of access
- Maintenance and upgrading of path network

Volunteers are at the heart of everything we do. Other than small staff teams in London, Edinburgh and Cardiff, all our work is carried out by volunteers. Some 25,000 work 365 days a year, rain or shine, to deliver our mission.

This is an exciting time to be joining the Ramblers. In 2015, the Ramblers adopted a new vision and strategic framework. Under a new chief executive we are developing strategies, approaches and plans to help us achieve it. Come and join us, and be part of this vital period in our history.

## **Our vision and strategic framework**

Our vision is a country where everyone enjoys the outdoors on foot and benefits from the experience.

Over the next ten years, we will focus on three ambitions to help us make our vision a reality:

### *A country designed for walking*

We want everything to be in place in England, Scotland and Wales so we can all enjoy the outdoors on foot and benefit from the experience. This includes great places to walk; a true right to roam and path networks that connect people with communities, history, and nature; we want to ensure the right support from government, society, public and private organisations to help us achieve this. A walking country will enable and motivate more people to walk, as a means of transport, for their health and wellbeing, to help the environment or for the sheer joy of it!

### *Helping everyone find their feet*

Walking can take you anywhere. We want to provide the support and resources everyone needs, regardless of their age, background, fitness or mobility, to enjoy and benefit from walking outdoors. We want to help construct the national and local policies and programmes that give individuals and communities the opportunity to go out and walk, and we want to educate them about how walking can improve their health and wellbeing.

### *Connecting people through the Ramblers*

We want to improve the health and wellbeing of the public by providing our own communities of walkers with the best possible Ramblers experience. This includes leading high quality walks, facilitating outings and holidays that help people enjoy the best walking has to offer; producing expert resources so people can safely explore the outdoors themselves and connect with nature; and providing tailored support to individuals to help them progress from the sofa to the summits or the city street to the mountain peak.

We will do all this by leading from the front. Over the next ten years we will stand together with the outdoors community, inspire a new generation of walkers and continue to work in partnership to achieve our three ambitions.

## **Our priorities 2018 - 2021**

As outlined in our strategic framework, we will “lead from the front” and invest in the five strategic priorities outlined below - to stimulate growth, to ensure continued value and relevance to our supporters, and to deliver our charitable aims over the coming decade.

We will invest in the five development priorities outlined below - to stimulate growth, ensure continued value and relevance to our supporters, and deliver our charitable aims over the coming decade.

## **TRANSFORMING OUR DATA, DIGITAL AND INSIGHT CAPABILITIES**

We will create a suite of strategic capabilities including a data centre, insight hub, mobile apps and walk library with new creation and curation tools and a new website and communication system, to provide better insight and improved understanding of - and relevance to - to our supporters. This work will be led by our Director of Data Transformation and her team.

## **DEVELOPING A REGULAR CYCLE OF MAJOR CAMPAIGNS**

We will deliver regular campaign activities throughout the year and innovative, awareness-raising approaches, to reach out and proactively involve supporters with our cause and deliver on our policy aims across all three nations. This work will be led by our Director of Advocacy and Engagement (A&E) and his team.

## **EXPANDING SUPPORT FOR VOLUNTEERING**

We will develop our training, resources, policies and guidance for volunteers across the whole organisation. We will provide support for our walking activities, focusing on those delivering walks, path maintenance and area/group leadership volunteers. We will clarify and integrate our short health walks offer. This work will be led by our Director of Delivery and Development and her team.

## **GROWING MEMBERSHIP AND ASSOCIATED INCOME**

We will put our members at the heart of our work. We will diversify our income through partnerships with individual supporters and with organisations such as the People's Postcode Lottery (PPL), Ramblers Walking Holidays, corporates and trusts; to continue to strengthen our financial position. This work will be led by our Director of Membership and Fundraising (M&F) and her team.

## **IMPROVING INTERNAL INFRASTRUCTURE**

We will improve our in-house support systems (Finance, HR, telephony, video conferencing and remote access systems) through our Tapestry Programme. The upgrading of our foundational infrastructure will enhance our effectiveness and efficiency and help us deliver our mission. We will also develop a long term location strategy. This work will be led by our Director of Services and her team.

## **Priorities for policy and advocacy team:**

We have an ambitious strategy and programme of work to:

- Understand and demonstrate our impact, and the impact of our volunteers
- Engage more effectively with key audiences, including local authorities
- Encourage more people to take action in support of our cause, at a national-level and in their communities
- Develop and promote a compelling vision for the future of walking
- Influence policy and practice, and empower volunteers to make a difference where they live
- Build our reputation as the leading source of expertise on issues relating to walking, locally and nationally
- Raise the voice of the Ramblers
- Work collaboratively across the organisation.

## **Our governance**

At the heart of everything we do are our members who support our values and deliver the vast majority of our work by volunteering their time and energy. At our annual gathering, called the General Council, these volunteers elect a Board of Trustees who strategically run the charity on their behalf. Formally we are the Ramblers Association, but we operate as the Ramblers.

Whichever nation they call home, every member who joins us is part of Ramblers Great Britain. Ramblers Scotland and Ramblers Cymru operate independently but within the Ramblers GB family. Areas in Scotland and Wales elect a national council similar to the General Council. These councils elect an executive committee who set the strategic direction and policy for our work in Scotland and Wales. Our GB strategic framework and business plan are supported by equivalent documents for Ramblers Cymru and Ramblers Scotland.

Trustees delegate responsibility for the day to day management of the charity to our Chief Executive and her team.

## **The team**

The Ramblers GB staff team comprises five divisions:

- chief executive's office – provides overall leadership to the organisation, supports local area leadership teams and makes sure our charity is governed effectively
- advocacy and engagement – lobbies and advocates on behalf of walkers, campaigns to bring about change for walkers, engages our supporters to help deliver our mission and generates income through fundraising
- delivery and development – helps get more people walking more often through member and non-member products and services including group walks, self-guided routes and path maintenance activities; ensures a consistent approach to the management and support of volunteers across the charity
- membership and fundraising – understanding the needs of our members and supporters, to recruit, retain and motivate our members so that we benefit from their loyalty, support and involvement with the charity. To lead fundraising activities to enable the charity to remain free to deliver its charitable aims.
- services – provides underpinning infrastructure to support the delivery of our mission, through finance, human resources, facilities, ICT and member recruitment and retention.

There are also teams in Ramblers Cymru and Ramblers Scotland, reporting via their directors, to the chief executive. These teams deliver the business plan for their nation.

We have frameworks which set out how work is delivered across our GB and national teams, to avoid duplication and maximise our efforts.

Our divisional structure does not neatly map to our strategic framework pillars. As a small organisation with big ambitions, all our work is delivered in a genuinely cross-team, collaborative way. Whichever division you join, you will have the opportunity to contribute to delivering all aspects of our mission.

Whichever team they're in, and wherever based, our staff all have a few things in common – a passion for walking and the outdoors, a love for our volunteers, and a commitment and resilience to make ambitious plans happen in a challenging environment.

## **The Role**

This is one of two posts we are appointing to develop the Ramblers' local advocacy, casework and advice function. You will manage the other new post – a Local Advocacy and Casework Officer – and two existing members of the Ramblers' policy and advocacy team.

This is a managerial role, leading a priority area of work for the organisation. You will be expected to lead work to:

- Enhance Ramblers' relationship with local volunteers and local authorities in England in order to deliver our ambition of a country designed for walking
- Identify effective ways to support Ramblers volunteers to influence local decision-makers in England on issues relating to paths, planning and access
- Provide volunteer management to paths and access volunteers managed by the Advocacy and Engagement Division in England and Wales.
- Develop a strategic and sustainable approach to advice, casework and issues relating to Public Rights of Way in England and Wales.
- Establish new mechanisms for capturing and sharing insight on local issues and action, including through Pathwatch, in liaison with colleagues in Ramblers Cymru and Ramblers Scotland.

You'll be joining us at an exciting time, with an ambitious strategic framework which needs to be delivered over the next ten years. This role will be pivotal in making this a success. Leading on casework, advice and legal activities for Ramblers GB, you'll be our expert voice and our greatest advocate with decision makers in many areas.

This position is part of the Advocacy and Engagement Division reporting to the Head of Policy and Advocacy.

## **The Challenge**

The successful applicant will be a skilled and collaborative manager who can grow and develop the team. You will be a strategic thinker and excellent communicator. You get to grips with complex information quickly, but never lose sight of the big picture or the need to keep colleagues and volunteers informed and engaged. You will be as comfortable working with lawyers and councillors as you are engaging with volunteers and local authority officers. At the same time, you will need to be as passionate about the outdoors as we are, and have the confidence, resilience and commitment to ensure plans happen.

## **Success Measures**

Over the next two years, working together with the Local Advocacy Manager, you will:

- Demonstrate that you understand and support the Ramblers' core values.
- Develop a new legal strategy, which enables us to make best use of our charitable funds.

- Lead the development of a sustainable casework and advice model, which empowers volunteers to take effective local action.
- Scope and implement new ways of engaging local authorities on issues relating to Public Rights of Way and other statutory functions that affect walkers, such as planning, in the context of council funding cuts.
- Develop a comprehensive package of support for volunteers managed by the Advocacy and Engagement Division and implement effective volunteer management policies and procedures.
- Lead the provision of advice and support to volunteers, Ramblers members and members of the public on issues relating to public rights of way and walking environments, including performance management or the local advocacy and casework team.
- Develop new systems and processes that capture intelligence from casework and legal activity, and enable informed decision-making and effective campaigning.

## **Candidate Application Information**

Initially please refer to the Role Profile (Job Description) below for this role to check that you meet the criteria in the “knowledge, skills and experience” section that are necessary for the job.

**Then send us your CV and a covering letter along with the Equal Opps Monitoring form by 9am on Monday 18 March 2018**

**Shortlisting** – week commencing Monday 18 March 2019

**Interviews** – week commencing Monday 25 March 2019 (expected to be Monday 25 March)

This can be e-mailed to [recruitment@ramblers.org.uk](mailto:recruitment@ramblers.org.uk) or posted to:

***Human Resources***

***Ramblers***

***2<sup>nd</sup> Floor Camelford House***

***87-90 Albert Embankment***

***London***

***SE1 7TW***

**Any applications arriving after this deadline will not be considered for shortlisting unless there are exceptional reasons.**

## **Candidates with disabilities and special needs**

Please tell us if there are any reasonable adjustments we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

## **Guidance for CV and cover letter submission**

Please send an up to date relevant CV including contact details of two referees. Note: - we will not take up references before short-listing. Please also complete our Equal Opportunities Monitoring form by downloading from the jobs section of our web page <http://www.ramblers.org.uk/jobs.aspx>

This job pack contain information about the Ramblers, the job vacancy and the person required. You should read these carefully to make sure that the job and conditions are suitable.

It is our intention to appoint the best candidate for every vacancy in accordance with our Equal Opportunities Policy. To do this fairly, within the overall recruitment process at stages throughout the process we will need all candidates to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and which are regarded as essential to the job.

Providing a covering letter is the most important part of your application. It should be used to tell us how you think you meet the selection criteria listed on the knowledge, skills and expertise section of the job description. Draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job. It may be easier to

use headings relating to the requirements detailed in the person specification and demonstrate how you meet them.

**Ensure your covering letter is no more than 2 pages long (2 sides of A4).**

Whilst the application is by CV and covering letter, the successful candidate will be required to complete the Ramblers standard application form on appointment.

## **Equal Opportunities**

The Ramblers is an equal opportunities employer. Candidates should note that our recruitment procedures are carried out in accordance with equal opportunities principles and selection is based on how well candidates meet the objective criteria, which are stated as the requirements for the job. We welcome applications from individuals regardless of race, gender, disability, gender re-assignment, marriage & civil partnership, sexual orientation and pregnancy or maternity

We ask that all candidates for this post complete the Equal Opportunities Monitoring Form available from the job page of our website - <http://www.ramblers.org.uk/jobs.aspx>, which will enable us to monitor the effectiveness of our Equal Opportunities Policy. The information is kept confidentially within the HR Department.

We regret that we are unable to acknowledge receipt of applications, but please telephone the HR Department on 020 3961 3300 if you want to check yours has been received. If you do not hear from us within four weeks of the closing date please assume that you have not been shortlisted.

## Role Profile

<b>Job Title:</b> Local Advocacy Manager	<b>Responsible to:</b> Head of Policy and Advocacy
<b>Division:</b> Advocacy and Engagement	<b>Responsible for:</b> Local Advocacy and Casework Officer, Senior Policy Officer, Policy and Advocacy Support Officer
<b>Contract:</b> Fixed term (2 years)	<b>Hours:</b> 35 hours per week
<b>Band:</b> 5	<b>Location:</b> Central Office, London (Vauxhall)
<p><b>Purpose of Role:</b></p> <p>The Local Advocacy Manager will manage the Ramblers’ legal, casework and advice function, and lead a major two-year project to improve our effectiveness at influencing local policy and practice through voluntary action. The postholder will play a leading volunteer management role in the Advocacy and Engagement Division and lead engagement with local authorities in England to achieve Ramblers’ ambition of a country designed for walking.</p>	
<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• To develop and implement a strategy for enhancing the effectiveness of Ramblers’ advocacy relating to paths and access in England.</li> <li>• To manage and develop Ramblers legal, casework and advice function in England. This includes managing budgets, KPIs and three members of staff, and overseeing the provision of advice on issues relating to paths and access.</li> <li>• To provide volunteer management to a network of over 400 paths and access volunteers managed by the Advocacy and Engagement Division. This will include identifying ways to share good practice and expertise, strengthen peer support, and develop a package of support that enables volunteers to influence local decision-makers on issues relating to paths, planning and access.</li> <li>• To identify effective ways to influence and engage local authorities, with a focus on statutory responsibilities relating to paths, access and planning. This will involve working closely and collaboratively with Ramblers’ Don’t Lose Your Way Project Team, campaigns team and Delivery and Development Department.</li> <li>• To work closely with Delivery and Development Department as they develop and expand opportunities for path maintenance teams to assist local authorities in maintaining and improving the path network and identify new opportunities to build local capacity.</li> <li>• To scope the development of Ramblers’ Pathwatch tool (which gathers information on path-related issues) and develop systems that enable effective casework management and capture intelligence that can be used to change policy, inform practice and demonstrate impact.</li> <li>• To build organisational understanding of key issues affecting paths and access, and the broader policy environment for local government. This will include gathering evidence, producing insight and analysing information to identify emerging trends, opportunities and threats.</li> <li>• To develop strong relationships with stakeholders, volunteers and Ramblers colleagues, promote Ramblers’ work, attend meetings and events, deliver workshops, contribute to communication; and write guidance, articles and blogs.</li> </ul>	

- To undertake such other duties as many be reasonably required of the post holder by the Ramblers.

### **Decision-making**

This post reports into the Head of Policy and Advocacy, who has overall responsibility for the team and its activity. The Local Advocacy Manager will lead the development of new approaches to casework processes, volunteer support (for paths, access and countryside protection volunteers managed by the Advocacy and Engagement Division) and local authority engagement. The postholder will make decisions and recommendations which will significantly affect the organisation's ability to meet key business plan objectives, as well as external perceptions of the Ramblers amongst key audiences including decision makers, stakeholders and volunteers.

The Local Advocacy Manager will be responsible for the development and management of Ramblers casework and advice work, three members of staff and a network of over 400 volunteers. This includes managing Ramblers' legal activity and budget, overseeing the provision of advice on legal issues, engaging with legal professionals, making recommendations and decisions on how to proceed with legal cases, and ensuring legal work aligns to Ramblers' strategic mission. The postholder will be supported to make these decisions by from the Senior Policy Officer, with oversight from the Head of Policy and Advocacy.

### **Analysis and initiative**

The Local Advocacy Manager will use their specialist knowledge and expertise to develop and deliver new strategies, systems and processes for managing casework and operational performance, providing advice, and influencing local authorities. This will involve generating powerful insight and intelligence to enhance the reputation and impact of the organisation and make best use of the Ramblers capacity to monitor and protect paths and access. This will involve building organisational understanding of key issues affecting paths, access, local government and Ramblers volunteers managed by the Advocacy and Engagement Division.

The postholder's work will be guided by Ramblers GB, Scottish and Welsh business plan objectives, strategic framework, and the paths, access and urban green space strategy. The postholder will be required to find creative solutions in order to solve problems and improve the organisation's effectiveness at influencing local policy and practice through voluntary action. The postholder will ensure that all local advocacy activities, delivered locally through volunteers and supported by central office staff, are effective. They will play a key role in supporting the delivery of the Ramblers' mission.

### **Communicating**

The local advocacy manager will work collaboratively across the organisation to develop and deliver strategies for casework and local advocacy, and support for paths and access volunteers managed by the Advocacy and Engagement Division. The postholder will use written and verbal communication skills to engage in dialogue with a range of internal and external contacts, including Ramblers volunteers, members of the public and local authority teams. They will often be required to frame an issue or argument and tailor communications to audience needs and views in order to influence the views of others. This will include providing verbal advice and producing accurate guidance on technical or complex issues, such as Rights of Way law.

The postholder will be responsible for developing and maintaining professional relationships on behalf of the Ramblers, formally representing the organisation in a wide range of circumstances with members, volunteers, stakeholders and decision makers.

### **People**

The Local Advocacy Manager will have direct line management responsibility for three posts: the Senior Policy Officer, the Policy and Advocacy Support Officer and the fixed-term Local Advocacy and Casework Officer. The postholder will deliver results through the provision of advice and support, training, project management or other coordination and coaching as necessary. This will include significant volunteer management responsibility, including oversight of a network of over 400 paths and access volunteers managed by the Advocacy and Engagement Division.

The postholder will work particularly closely with the Don't Lose Your Way Team, aligning activity, approaches and providing support as appropriate. The postholder will work closely with the wider policy and advocacy team, campaigns and engagement team, delivery and volunteering teams, and colleagues providing area support.

### Resources

The Local Advocacy Manager will provide input to team and divisional budget planning and management, in conjunction with the Head of Policy and Advocacy. They will have delegated responsibility for allocating physical and financial resources and will manage the legal and casework budget. This will involve making decisions about the deployment of significant resources in undertaking casework (including the designated legal fund), in conjunction with the Senior Policy Officer and with oversight from Head of Policy and Advocacy.

### Knowledge, skills and expertise (person spec)

- Strategic thinker with sound political judgement.
- Good understanding of local government and experience of influencing local decision-making.
- Experience of working with and managing volunteers or members in an advocacy, influencing and/or casework context.
- Excellent analytical skills and the ability to interpret and explain complex information, including legal documents.
- Ability to quickly develop detailed knowledge of issues affecting rights of way, including path maintenance and planning decisions.
- Exceptional communication skills, including the ability to deliver workshops and write clearly for a range of audiences and purposes.
- Strong interpersonal, influencing and negotiation skills.
- Experience of working collaboratively with a range of stakeholders to build consensus and achieve change.
- Experience of managing and motivating team members.
- Sound project management skills, including the ability to manage budgets and develop new management systems and processes.

### Key Contacts

**Internal:** Director of Advocacy and Engagement; Head of Engagement; Don't Lose Your Way Project Manager; Delivery and Development Department; Data and Digital Transformation Team; colleagues in Ramblers Scotland and Ramblers Cymru; Paths and Access Volunteers managed by the Advocacy and Engagement Division.

**External:** Local authority officers and members; local government bodies; professional bodies; legal professionals; access organisations.

### Other essential requirements for the role-holder

The postholder will need to be flexible and adaptive and able to work on their own initiative whilst we are still developing our framework and practice. They will be expected to contribute heavily to the shaping of the team and the strategic direction over the period of the appointment. The ability to work positively and collaboratively across the organisation is therefore essential.

Every member of staff is expected to show respect to their colleagues, our volunteers and members and to understand and adhere to the following:

- Ramblers Code of Conduct and Values
- Equality and Diversity Framework
- Health and Safety Policy
- ICT Security Policy

Staff should also ensure that they act in accordance with The Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, Fundraising Code of Practice, Ramblers financial instructions and UK employment law if applicable.

The details contained in the Role Profile, particularly the key responsibilities, reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Ramblers will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

## **Conditions of Employment**

### **PAY**

The commencing salary of this role is between £ 45-48,000 pa depending on experience

Cost of living increases are normally applied, subject to approval, in October each year. Salaries are paid on the 28<sup>th</sup> of each month via bank credit transfer.

We do not pay a separate allowance to homeworkers.

### **WORKING HOURS**

The working week is currently Monday to Friday, 9.30am – 5.30pm. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

### **TRAVEL**

For some roles, there is a requirement to travel across the nations and to regional offices (Cardiff and Edinburgh). There may also be, on occasion, the need for overnight stay. Reasonable travel and hotel expenses may be reclaimed using via Ramblers expenses procedures

### **LEAVE**

Annual leave is 25 days per year plus paid holiday on statutory and other public holidays, this is pro rated for part time staff and staff on fixed term contracts. The Ramblers' office is closed on statutory holidays and from 24 December to 01 January inclusive. The office is also closed on 23 December when that day falls on a Monday; and on 02 January when that day falls on a Friday.

### **PENSION SCHEME**

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements, employees will see 2.4% of their earnings going to their workplace pension. In turn Ramblers will be obliged to add a contribution that is the equivalent of 2% of your earnings. Tax relief adds another 0.6%.

In addition, Ramblers currently offer a higher level of contributions at 6% of your basic salary, provided employees contribute at least 5%.

### **PROBATIONARY PERIOD**

All new employees will be required to undertake a period of probation for three months, in which time you will be expected to establish your suitability for the post. At the end of this period and subject to a satisfactory performance you will be transferred to the established staff.

### **RAMBLERS MEMBERSHIP**

All staff on successfully completing their probation get free Ramblers Membership. This gives you access to hundreds of group led walks every week, Ramblers Routes online library as well as four issues of Walk magazine a year. In addition you will be entitled to a host of membership discounts and offers.

#### **TRADE UNION MEMBERSHIP**

The Ramblers recognise the Union Unite. The Union has sole consultation rights within Ramblers for terms and conditions of employment and other matters concerning staff. The Ramblers encourages all employees to join the union.

#### **FLEXIBLE WORKING**

After 26 weeks continuous service, Ramblers will consider applications for flexible working arrangements.

The Ramblers will enable as many jobs to open to job sharing as is operationally practicable.

#### **SEASON TICKET LOANS AND CYCLE TO WORK**

The Ramblers operate a season ticket loan and cycle to work scheme (available after 3 months service).