



## **Frequently Asked Questions – Sky Installation Engineers**

### **Salary / Holidays / Benefits**

**Question.** What is my basic salary?

**Answer.** The Basic Salary for an Installation Engineer is £14,950

**Question.** On top of my basic salary is there any scope to earn more money, i.e. overtime, bonuses etc.?

**Answer.** There is ample opportunity for overtime and with bonus this can bring your Salary up in to the Region of approximately £22,000 (national average).

After training you will have the opportunity to earn productivity and quality bonuses on top of your basic salary. Please see the details below for examples:

- Maintenance of your company van: £75.00 per quarter.
- Quality Bonus KPI's and Revisit rates: £130.00 to £230 per month.
- Productivity Bonus: After completion of 309 minutes per day you will earn 19.5p or 26p (London Weighting) for each minute completed above 309 minutes.
- London weighting bonus: £1250 or £1500 annual bonus dependent on engineer living in certain postcode areas.
- Overtime: £75 per day plus bonus.

**Question.** What is my holiday entitlement?

**Answer.** As a Sky engineer you will be entitled to 30 days paid annual leave per year, rising to a maximum of 35 days (1 extra day per year of service with Sky), which includes 5 flexi days.

**Question.** Will Sky honour any pre-booked holidays that I have if I am offered a position as a Sky engineer?

**Answer.** If you are offered a position as a Sky engineer you will be expected ***not to take holidays in the first 7 weeks of training.*** Outside of that pre-booked holidays will be considered on a case by case basis as long as they are mentioned prior to an offer of employment being made and a request is put in writing to your Team Manager. If you are employed as an engineer you are required to give 4



weeks notice for holiday requests to be authorised by your manager, in order to accommodate business needs.

**Question.** What other benefits will I be entitled to as a Sky employee?

**Answer.** Once you have completed your 13 weeks probationary period, you will be entitled to apply for Sky + viewing including installation, top tier package, reduced rates on Box Office movies and reductions on pay per view events.

All employees under the age of 60 are eligible to join the B SkyB contributory pension plan at the first available point of entry i.e. monthly. Employee contributes 4%, Sky contributes 8%. On joining the plan, members are also eligible for life assurance benefits of a lump sum worth 4 times their salary. Plan members are also eligible to apply for permanent Disability Insurance. **The Pension is only available to employees on a salary which is above the national low earnings limit.**

You will also be entitled to Medisure Healthcare for yourself and your family (children up to 21 years of age if in full time education and 18 years of age if not), as well as being eligible to join Sky's Share-save scheme.

## **Workload**

**Question.** What is my expected workload?

**Answer.** A normal working day is broken down into:

- 480 minutes equates to an 8-hour working day, **minus** 50 minutes for non on-site activities (banking, ETA's etc), which **equals** 430 minutes for on-site activities **plus** 20% for cancellations (national average).
- **This equates to on average of 515 minutes of work to be issued with a 25+/- minute window.**

**Question.** What will an average working day consist of?

**Answer.** Your day will consist of a mixture of installation work for new Sky customers and servicing of existing customers satellite systems, fault finding etc. This work is currently issued to you the previous day via your XDA so that you are able to arrange appointments and expected ETA's with customers.

**Question.** Will I be expected to work weekends?

**Answer.** **Yes**, you will be working on a rotation basis of **5 out of 7** days and because we are a customer service industry your roster will require you to work weekends on a regular basis. You will receive your work rota at the beginning of your employment and that will advise you when your days off fall for the year ahead. All additional days off will be subject to your manager's discretion to accommodate business needs.



## **Vehicles**

**Question.** I live in an area that requires a parking permit to park outside the front of my house. Will Sky pay for this?

**Answer.** Sky will pay for this as long as permission is given beforehand by the Team Manager and Regional Manager and provided the correct process is followed.

**Question.** If I get a parking ticket, wheel clamp or speeding fine, who pays for it?

**Answer.** The company does not expect you to do an Install at a location where you would be illegally parked, so tickets will **not** be paid by Sky. With regards to speeding fines the Installer is solely responsible and this may result in formal action being taken.

**Question.** Who will arrange for my van to be serviced?

**Answer.** It is your responsibility as the van driver to maintain daily and weekly mileage records and ensure that the vehicle is serviced in line with the Manufacturer's requirements. You must notify your Team Manager when a service is due so that arrangements can be made to book a service. Also any damage to your vehicle must be reported to your Team Manager and repairs carried out immediately, when required.

**Question.** Who pays for the Fuel and Oil for the van and can I use it for personal use?

**Answer.** You are issued a company fuel card, which is only to be used for Diesel and Oil, when you purchase these you must record the Mileage and retain the receipt. Personal use is allowed and you pay £9.61 per week from your salary which entitles you to use the van for personal use up to a maximum of 700 miles per month

**Question.** What happens if I have an accident in my van?

**Answer.** If you have an accident you must inform our accident management company **immediately**. They will advise you what to do, as well as complete the accident claim form over the phone there and then with you. You should then notify your Team Manager, who will arrange for a replacement van to be issued if required. If the accident was your fault then you will be responsible for the first £300 pounds of the cost of repairs. This will be deducted from your Salary.

**Question.** Who pays for the van to be cleaned?

**Answer.** This is your responsibility as the driver. However every quarter you can qualify for a bonus, providing that you have not caused any accidents during this period, have kept your van clean and tidy and in good condition.



## **Tools and Uniform**

**Question** Will I have to supply my own working clothes?

**Answer** Sky will provide you with a full uniform and the personal protective equipment you will need to do your job (Hardhat, Boots etc.)

**Question** Will I have to supply my own tools?

**Answer** Sky will supply all the tools you need to do your job.

## **Company Mobile Phones /XDA**

**Question.** Who is responsible for the payment of my company mobile phone bill?

**Answer.** The company mobile phone is issued exclusively for company business. The Company will pay your company mobile phone bill but any bills deemed to be higher than what we expect would be investigated. To keep your bills to a minimum Sky encourages the use wherever possible of Mobex numbers, (Mobile extension numbers).

**Question.** What is “Mobex”?

**Answer.** This is an internal telephone system within the company using special numbers. It enables calls to be made to any phone within the company without the normal charge.

**Question.** What happens if I lose or damage my mobile phone / XDA?

**Answer.** If you lose or damage your mobile phone/ XDA you will be charged £100 in the first instance and £300 for every instance thereafter.

## **What happens after the assessment day?**

After you have successfully completed the assessment day you will be offered a job subject to:

- A vacancy in your home postcode
- Satisfactory DVLA checks, References and Criminal Reference Checks



### **Training Dates**

Intakes for 2006 residential training at CableNet Training Services Ltd will be:

- 13th March & 20th March
- 2nd May & 8th May (compressed first week of course, 4 day course as Bank Holiday Monday)
- 24th July & 31st July
- 4th September & 11th September
- 27th November & 4th December

If successful at the assessment day, and there is a vacancy in your postcode you will be contacted by telephone to discuss your offer of employment and your start date. (Start dates may be delay due to availability in your postcode area or training availability).

We appreciate your patience with the above process. If you are successful and accept the position, your 'welcome offer pack' will be sent to your home address within approximately 1 week prior to your agreed start date.

If you are unsuccessful you will receive a letter approximately 4 weeks from assessment day confirming when you are eligible to re apply, (If you are unsuccessful you will need to wait 3 months from the date of you're assessment before re-applying for the same position with SKY – If you do not pass the interview today please take full advantage of the feedback offered to allow you to prepare fully for further interviews).