

Increasing Job Flexibility in the Financial Services Sector

Background

A family owned business had to extend its opening times to Saturdays in order to provide an equivalent service to that of the competition.

Problem

- Staff refused to work Saturdays on a regular basis, claiming the hours were outside their normal working week
- The business owners had to work virtually every Saturday to provide cover
- There were no written contracts of employment

Outcome

- Saturday working is an integral part of staff hours of work
- The owners are no longer tied to the business
- A written contract of employment has been agreed which provides flexibility and commercial protection to the owners and additional benefits to staff