

National news for members working for British Gas

Developments on Job Grades for British Gas Staff – 04/22

Dear UNISON Member

Since the introduction of the new market salary job roles by the business in 2020, UNISON has been in discussions with British Gas to address some ongoing concerns and to ensure that roles are fit for the future and paid at the correct market rate. **The business has agreed to two significant changes impacting those working in P&D and those working in Energy.**

What is happening now

- **In Energy**, most staff now can move into the new CRA roles which are designed to work on the new energy platform. Those staff who choose not to take up this position can remain as a CSA but will need to switch to working on Services calls. Please be aware of the deadlines for expressions of interest in this move.
- **In P&D**, UNISON has worked hard to provide detailed evidence on the **P&D** role so that it can be correctly re-evaluated. This work has been successful, and the role is to be regraded at the CRA level which we welcome as it ensures a higher base salary. UNISON are discussing with the business the potential impacts of SIPD on the workforce, but concerns remain about the time it is taking to get SIPD ready for deployment.
- **In Services**, UNISON is looking at the take home pay of our members in Services to ensure rewards (including performance incentives which are higher in services) are in line with colleagues in Energy. This is an ongoing piece of work.

These conversations reflect a broader desire that UNISON has for its staff membership to ensure all are aligned to the higher paying CRA role which better reflects the changing nature and complexity of roles within the staff population. The **CRA role pays a salary of £23,757 - while the CSA role pays a salary of £21,068.** These are only the market medium rates, and the positive news is that in 2024 staff will see a further increase as salaries move towards the upper quartile rate as agreed. Getting all staff to the CRA equivalent rate will help address the many staff who remain in pay protection meaning they start to receive actual increases quicker.

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