NSL New opening hours

From Monday 3rd June, we’re trialling a change in our opening hours, which means we’ll open 10am – 1pm and 2pm – 5pm (still keeping the 5-8pm on Weds). It will also mean all shifts are 3 hours in total.

This should allow us to manage the often busy change over period between 1 and 2, as well as managing the lunch breaks which can result in us being short of call handlers between 12-2.

What this will mean in practice is that as a general rule, all staff call handlers who are entitled to a one hour lunch, will take this between 1 and 2.

During the 1-2pm closure our message will let the callers know we are closed and ask them to call back during our opening hours, we will NOT have voicemail as an option during this hour.

We will review the impact of the change on our callers and our staff & volunteer teams and make any changes as a result.

If you do have any questions, please reach out to your line manager/supervisor/named coordinator (we can change this accordingly) and we will continue to update the FAQ’s

Frequently asked questions

Q. Have the new shift times been changed on Assemble & can I only now sign up for a 3 hour shift?

A. Yes they have & you can still sign up for part shifts in the same way as now.

Q Why now?

A This idea has been proposed for a while now and as we’re currently going through a review and know changes are coming, we decided this would be a good opportunity to make this change.

Q How will the am supervisor hand over to the pm one?

A. We expect this can ordinarily be done using teams, however if more detail is required the option will be to speak to one of the coordinators who can pass on to the next supervisor.

Q. What if I need to take a different lunch break than 1-2?

A. As mentioned, the general rule is that all staff who are entitled to a 1-hour break, will take this between 1-2, this allows us to manage our resources more effectively and will allow staff who wish, to take lunch breaks together. On occasions where this needs to be different, please discuss directly with your line manager.