



**Creative Support Ltd**  
Head Office  
Wellington House  
Stockport  
SK1 3TS

Tel: 0161 236 0829  
Fax: 0161 237 5126  
recruitment@creativesupport.co.uk  
www.creativesupport.co.uk

**Office Administrator**  
**Grimsby Supported Living Services**

**Reference: 65874**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 21 August 2024**

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**



**JOB DESCRIPTION - Office Administrator**  
**Grimsby Supported Living Services**



**Hours:** Full time (37.5 hours)

**Responsible to:** Service Manager/Registered Manager

**Scope of the Role**

Creative Support is an established not-for-profit social care company with an excellent level of achievements at rating Good with CQC (Care Quality Commission). We are looking for an Office Administrator and caring individual who is flexible and interested in carrying out a diverse and rewarding administrative role supporting the Registered Manager and management team at our Grimsby Services.

**Summary of Role**

You will work closely alongside the Registered Manager and local management team, to provide an efficient and effective administration and office management support. The role will work across the Grimsby services, based at the local office for the majority of the time. You will also support the relevant Senior Managers and Service Director. The role will include senior level HR meetings, minute taking, preparing and analysing reports. You will also provide support to other meetings as required. As a local administrator, there are a range of head office liaison responsibilities including timesheets, recruitment and finance such as petty cash recording. Full training and induction will be given.

The post holder will be required to contribute to social care quality assurance and ensure there is evidence for CQC and the local authority. You will do this in conjunction with the Registered Manager. You will assist in the preparation and coordination of operational reports for the Management Team. This role will include supporting the Registered Manager in preparing reports and reviewing information received. (Such as safeguarding, incidents, complaints & compliments etc.). You will be proficient in all aspects of IT and Office Management. You will be able to prepare, analyse, record and present data.

The post holder must be able to plan and prioritise a varied workload, exercising appropriate judgement and responding promptly and appropriately to all enquiries. The post holder will be required to handle information of a confidential nature and must observe the highest standards of professionalism, discretion and confidentiality. The post holder will demonstrate excellent communication skills and the ability to liaise professionally with service users, staff members and external stakeholders.

The post holder may be required to travel and to work in accordance with working patterns and priorities of the service(s). This will be pre-planned and agreed based on the assignment.

## Main Duties

1. To work alongside the Registered Manager and the Management Team, to coordinate and respond to the needs of the services and ensure all queries and support requests receive appropriate responses and accurate information. To ensure excellent communication systems are in place and services receive support and assistance in a timely, clear and efficient way.
2. To assist the Registered Manager and the Management Team in the co-ordination of Regional Governance. This will include taking an active role in the quality processes including report preparation, note taking at meetings, assisting with agenda preparation, receiving and analysing data.
3. To actively coordinate and minute the management and senior management meetings, these meetings may include confidential meetings such as grievances, complaints and investigations.
4. To Support the management team to maintain local training records across the services and the booking of training.
5. To ensure the prompt and efficient oversight of all communications; sending and receiving emails disseminating information to key staff, Head Office departments, and Senior Managers. Flagging up important matters and ensuring that they are followed up.
6. To support the Registered Manager and the management team with general administration tasks such as preparation of letters, report writing, making appointments on their behalf, producing a quarterly newsletter etc.
7. To develop and maintain efficient and effective office systems, data collection and management processes. This will include keeping accurate and accessible records in both paper and electronic format and being able to locate key information and files promptly when required. The post holder will be responsible for the collection, storage and oversight of key logs relating to CQC Governance.
8. To support the management in processing of timesheets, overtime and expense claims for employees. To ensure these are scanned, saved and submitted in a timely way to head office Payroll Department.
9. To travel to our local services to support with specific pieces of work as and when required.

## Office and Administrative Duties:

10. To provide secretarial and administrative support to senior staff. This will include typing reports, setting up files, scanning documents, taking minutes for meetings and payroll.
11. To support the Registered Manager and senior staff in updating electronic matrixes/systems.
12. To type correspondence and to produce professional documents and reports required for monitoring and other service purposes.

13. To monitor and process timesheets on a weekly basis. Auditing timesheets to ensure compliance with contract hours, accurately inputting timesheet information and sending this in to our head office in a timely manner once the correct authorisation has been sought.
14. To support the management team to maintain central annual leave records for staff.
15. To answer the phone in a professional and efficient manner, take accurate messages and respond to phone calls and queries from clients and family members.
16. To liaise with third parties and stakeholders including Social Services on behalf of management.
17. To over-see the general office cleanliness and checks including health and safety, infection control, safe checks.
18. To support the management team to maintain local training records across the service and to ensure that any gaps against mandatory training requirements are escalated to the Registered Manager.
19. To order, put away and keep stock of stationary and office equipment.
20. To keep the filing system in order and follow our archiving procedure.
21. To prepare monitoring statistics and reports as directed by the Service Director/Registered Manager including contract reports.
22. To photocopy forms and ensure sufficient stocks of paperwork.
23. To book and prepare meeting rooms.
24. To send and receive emails professionally and efficiently.
25. To support and communicate if required with senior staff and head office to ensure that shifts are covered for the service. This will include maintaining an accurate database of relief worker's records.
26. To help implement and maintain accurate service user records.
27. To order and manage petty cash and travel expenses in line with policies.
28. To manage the office reception area, provide a first line of contact for staff members, professionals, service users, family members and to ensure that all messages are accurately recorded, directed and actioned.
29. Signing for parcels/medication/other deliveries to the office.
30. To support the management team with overall office quality assurance and compliance.
31. To support the management team to book, co-ordinate the compliance.
32. To support the management team to book, co-ordinate the completion of training for support staff.

### Other Responsibilities

33. To engage in regular supervision with the identified line manager.
34. To remain flexible to support services out of hours in the occasion when this may be required.
35. To carry out all work undertaken in a proactive and enthusiastic manner and that this reflects the aims and philosophy of Creative Support.
36. To respond positively to all reasonable requests for advice and assistance.
37. To maintain confidentiality at all times in accordance with to Creative Supports Policy and the framework of the Data Protection Act.
38. To maintain up to-date-professional knowledge and skill through reading, research and ongoing professional training.
39. To observe company policies, procedures and guidelines for good practice.
40. Any other duties as required.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
1.	Administration skills and ability to minute meetings (both verbatim and business meetings)	Application	Desirable
2.	Min. 2 years' experience of administration role in the public, private or charitable sector	Application	Desirable
3.	Excellent IT skills, including proficiency in the use of Word, Excel, PowerPoint and Outlook (minimum Level 2 qualification)	Application & Interview	Essential
4.	Written communication skills of a high standard including the ability to draft, proof and edit correspondence and reports using a range of appropriate styles and formats	Application & Interview	Desirable
5.	Numeracy and data entry skills	Application & Interview	Essential
6.	Secretarial Qualification or equivalent	Application & Interview	Desirable
7.	Excellent verbal communication and listening skills, with the ability to adapt communication style to suit the audience	Application & Interview	Essential
8.	Good diary management and prioritisation skills, with the ability to anticipate and think ahead to make the necessary arrangements linked to diary appointments	Application & Interview	Desirable
9.	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively	Application & Interview	Essential
10.	Exceptionally courteous, friendly and professional telephone manner and e-mail style	Application & Interview	Essential
11.	Fast accurate typing skills including the ability to take dictation	Application & Interview	Essential
12.	Experience of dealing politely and helpfully with a wide range of people internally and externally	Application & Interview	Essential
13.	The ability to take the initiative under pressure and in the absence of detailed information	Application & Interview	Essential
14.	Willingness to travel and work flexibly according to the changing needs of a busy office	Application & Interview	Essential
15.	Ability to remain calm under pressure	Application & Interview	Essential
16.	Ability to handle competing deadlines, multi task and prioritise workload	Application & Interview	Essential
17.	Ability to work independently and often unsupervised	Application & Interview	Essential
18.	Commitment to excellent customer care and to providing an outstanding service user experience	Application & Interview	Essential

<b>Salary:</b>	<b>Up to £11.90 per hour</b>	
	<b>Point One:</b>	£11.70 per hour
	<b>Point Two:</b>	£11.90 per hour
<p><b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i></p>		

**Hours of Work:**

The post-holder will work full time (5 days). To be worked flexibly dependant upon the requirements of the Service and the Service Manager. There is an expectation that the post holder will travel as part of the role, for which travel expenses will be fully reimbursed. This could involve overnight stays from time to time.

**Holidays:**

20 days plus 8 statutory days pro rata.

**Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**Birthday Holiday Bonus:**

One additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

**Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.

- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

**Pension:**

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

**Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

**Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

**Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

**Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

**Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

**WeCare Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.



**Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.

**Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.