



**Creative Support Ltd, Head Office**

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**Training Administrator**

**Reference: 80454**

**Training Department, Mansion House, Stockport**

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: 09 August 2024**

**Interview Date: 20 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**

Encs: Application Form  
Philosophy Statement  
Additional Information

**Finalised by: R. Kendall-Corry**

***All candidates are subjected to enhanced DBS checks***



**JOB DESCRIPTION – TRAINING ADMINISTRATOR**  
**Training Department, Mansion House, Stockport**



**Hours** Full time hours, 37.5 hours per week

**Responsible to:** PA to Head of Engagement and Learning and the Vocational Qualifications Centre manager

**Main Purpose**

The main purpose of the post is to provide an efficient and responsive administration service within our busy Learning and Development department based in Stockport town centre. The Learning and Development department provides a dedicated service to all employees of Creative Support, co-ordinating both internal and external training and development opportunities. A high standard of customer care and professionalism is required at all times.

**1. Vocational Qualification administrative duties**

- 1.1 To manage the digital process for staff qualifications from end to end.
- 1.2 To register and claim certification for learners
- 1.3 To liaise with the Vocational Qualifications Centre Manager and Head of Engagement and Learning regarding tasks and duties
- 1.4 To liaise with the Awarding Organisations regarding administration of vocational qualifications.
- 1.5 To monitor and manage assessment centre communications.
- 1.6 To carry out administration of qualifications claimed for funding purposes.
- 1.7 To be responsible for ensuring learners and management receive vocational qualification certificates.

**2. Learning & Development general duties**

- 2.1 To book mandatory training sessions for Creative Support new starters and ensure that all relevant qualification data is received.
- 2.2 To book staff on training courses, update the training database, present delegate attendance lists and certificates.
- 2.3 To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.
- 2.4 To deal with email enquiries regarding learning & development.
- 2.5 To keep the computerised and manual filing system in order.

### **3. Classroom Course Administration Duties**

- 3.1** To set up the training rooms including projectors, laptops, overheads etc.
- 3.2** To photocopy forms and ensure sufficient stocks of paperwork.
- 3.3** To welcome visitors in a courteous manner.
- 3.4** To process delegate expense claims and issue cash accordingly.
- 3.5** To support trainers in the preparation of course material and ensure all course material is maintained and stored on a central system.
- 3.6** To complete general administrative duties including photocopying, filing and archiving and to prepare documents in advance of training courses.
- 3.7** To take accurate minutes of learning and development meetings.
- 3.8** To assist the management team in planning the annual training calendar in relation to both internal and external training courses.
- 3.9** To maintain a delegate record for individuals who do not attend training courses and to inform managers by email and maintain a monthly report.

### **4. General Duties**

- 4.1** To accept regular support and supervision from line manager.
- 4.2** To carry out all work in a manner consistent with the aims of the Learning & Development department and the philosophy of Creative Support.
- 4.3** To comply with and implement the Equal Opportunities Policy of Creative Support.
- 4.4** To maintain confidentiality at all times, in accordance with the agreed policy.
- 4.5** To treat all service users and stakeholders with respect and courtesy.
- 4.6** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 4.7** May be required to participate in the out of hours rota - no more than one evening every two weeks and one weekend every four weeks, (may include a bank holiday)
- 4.8** Any other duties as required.

	<b>REQUIRED QUALITIES</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	At least 1 years' experience of administration/reception work, paid or unpaid, within a busy office environment	Application & Interview	Essential
<b>2</b>	Good communication skills and the ability to listen sensitively to others	Application & Interview	Essential
<b>3</b>	Willingness to consult colleagues and to work as part of a team	Interview	Essential
<b>4</b>	A good standard of verbal and written English	Application & Exercise	Essential
<b>5</b>	A good standard of keyboard skills	Application, Interview & Exercise	Essential
<b>6</b>	Familiarity with computer software, particularly MS Office.	Application & Interview	Essential
<b>7</b>	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
<b>8</b>	Good telephone skills	Interview	Essential
<b>9</b>	Experience in a customer facing role	Application & Interview	Essential
<b>10</b>	Educated to graduate level	Application & Interview	Desirable
<b>11</b>	Knowledge of business, sales and marketing	Application & Interview	Desirable
<b>12</b>	A warm approach to colleagues and service users	Application & Interview	Essential
<b>13</b>	Willingness to attend training courses and events	Interview	Essential
<b>14</b>	Ability to demonstrate a high degree of self-motivation and commitment	Interview	Desirable
<b>15</b>	Willingness to participate in regular supervision with line manager	Interview	Essential
<b>16</b>	Willingness to work flexible hours if required	Interview	Essential



<b>Salary:</b>	<b>Up to £11.90 per hour</b>	
	<b>Point One:</b>	£11.70 per hour / £22,815 per annum
	<b>Point Two:</b>	£11.90 per hour / £23,205 per annum
<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:**

Full time hours are 37.5 per week to be worked flexibly to meet the needs of the service. This will be predominantly between 9am and 5pm but may vary depending on the needs of the department.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance during probationary period will be assessed against the job description, person specification and competency framework of this role.

**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 your end of probationary review paperwork.

**Holidays:**

25 days plus 8 statutory days pro rata.

**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.

**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 six 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 Staff Awards:**

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

**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.

**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.