



**Creative Support Ltd**

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**Office Administrator (FTC)**

Tameside Personalised Services

**Reference: 82192**

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: 20 January 2025**

Once you have submitted your application form allow *10 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**

**All employees are subject to enhanced DBS checks**

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| <b>Authorised by:</b>                            |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>1</b> |
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## JOB DESCRIPTION –OFFICE ADMINISTRATOR (FTC)

### Tameside Personalised Services



**Hours:** 37.5 hours per week (flexible: to include evenings, weekends and public holidays). This role is a 9-month fixed term contract, covering maternity leave.

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

### Scope of the Role

Creative Support is an established not for profit social care company with an excellent level of achievements and a rating of Good with CQC (Care quality commission). We are looking for a strong Office Administrator and a caring individual who is flexible and interested in carrying out a diverse and rewarding administrative role, supporting the Registered Service Manager and management team at our Tameside Personalised Services for people with learning disabilities, mental health and complex needs.

### Summary of Role

You will work closely alongside the Registered Manager and management team to provide efficient and effective administration support. The role will work interdepartmentally, supporting the full management team 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 administration. You will be able to prepare, analyse, record and present data to a very high standard. It is expected that the post holder can demonstrate experience of this requirement in advance and at interview.

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 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.

### Duties

1. To work alongside the Registered Service Manager and the management team to coordinate and respond to the needs of the service, and to 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 Service 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, and preparing these for the purposes of monitoring.

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|--|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b>                            |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>2</b> |
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3. To actively coordinate and minute the management and senior management meetings. Including supporting the Registered Manager and Director(s) in the preparation of reports, papers and agenda as well as attending meeting as note taker. The Office Administrator is responsible for ensuring that all logs are up to date and progressed.
4. To assist in the management of the Registered Service Manager and management team's diary and itinerary, resolving conflicting priorities and optimising time.
5. To organise meetings, events and interviews, including the booking of rooms/venues and the efficient distribution of agendas and minutes. To work alongside the Registered Service Manager and management team in respect of all recruitment and advertising of current opportunities at the service.
6. To ensure the prompt and efficient oversight of all communications in and out of the office, disseminating information to key staff, Head Office departments, and Senior Managers, flagging up important matters and ensuring that they are followed up. This will include writing and typing correspondence and reports on behalf of Directors, Registered Manager and other senior staff members, employing the highest attention to detail.
7. To minute meetings as required. This includes manager meetings, team meetings as well as confidential personnel meetings such as grievances, complaints investigation and disciplinary meetings. To maintain confidentiality at all times.
8. To support the Registered Service Manager and the management team with general administration tasks such as preparation of letters, report writing, making appointments on their behalf etc.
9. To organise the approval of timesheets, overtime and expense claims for employees.
10. To take a proactive approach to gaining a thorough knowledge and understanding of agency policies, management and governance structures and decision making processes. To keep up to date in respect of policy development in the Health and Social Care Sector.
11. To support the Service in policy development including research, formatting policies etc.
12. To travel to various services to assist with specific pieces of work as and when required.

### **Other Responsibilities**

13. To engage in regular supervision with the identified line manager and to produce verbal and written progress reports relating to areas of responsibility.
14. To carry out all work undertaken in a proactive and enthusiastic manner and that this reflects the aims and philosophy of Creative Support.
15. To respond positively to all reasonable requests for advice and assistance.
16. To maintain confidentiality at all times in accordance with to Creative Supports Policy and the framework of the Data Protection Act.
17. To maintain up to date professional knowledge and skill through reading, research and ongoing professional training.

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|--|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b>                            |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>3</b> |
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18. To observe company policies, procedures and guidelines for good practice.
19. Any other duties as required.

|  |  |                         |  |                     |          |
|--|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b>                            |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>4</b> |
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|     | <b>QUALITIES REQUIRED</b>   | <b>How Assessed</b>     | <b>Essential or Desirable?</b> |
|-----|---|-------------------------|--------------------------------|
| 1.  | Secretarial Qualification   | Application             | Desirable                      |
| 2.  | Health & Social Care Qualification  | Application             | Desirable                      |
| 3.  | Proven administration skills and Ability to minute meetings (both verbatim and business meetings)   | Application & Interview | Essential                      |
| 4.  | Experience in senior administration role in the public, private or charitable sector  | Application             | Essential                      |
| 5.  | Excellent IT skills, including proficiency in the use of Word, Excel, PowerPoint and Outlook  | Application & Interview | Essential                      |
| 6.  | 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 | Essential                      |
| 7.  | Numeracy and data entry skills  | Application & Interview | Essential                      |
| 8.  | Excellent verbal communication. listening and delegation skills with the ability to adapt communication style to suit the audience  | Application & Interview | Essential                      |
| 9.  | 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 | Essential                      |
| 10. | 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                      |
| 11. | Exceptionally courteous, friendly and professional telephone manner and e-mail style  | Application & Interview | Essential                      |
| 12. | Fast accurate typing skills including the ability to take dictation   | Application & Interview | Essential                      |
| 13. | Experience of dealing politely and helpfully with a wide range of people internally and externally  | Application & Interview | Essential                      |
| 14. | The ability to take the initiative under pressure and in the absence of detailed information  | Application & Interview | Essential                      |
| 15. | Willingness to travel and work flexibly according to the changing needs of a busy office  | Application & Interview | Essential                      |
| 16. | Ability to remain calm under pressure   | Application & Interview | Essential                      |
| 17. | Ability to handle competing deadlines, multi task and prioritise workload   | Application & Interview | Essential                      |
| 18. | Ability to work independently and often unsupervised  | Application & Interview | Essential                      |
| 19. | Commitment to excellent customer care and to providing an outstanding service user experience   | Application & Interview | Essential                      |

|   |                              |                 |
|---|------------------------------|-----------------|
| <b>Salary:</b>  | <b>Up to £12.00 per hour</b> |                 |
|   | <b>Point One:</b>            | £11.90 per hour |
|   | <b>Point Two:</b>            | £12.00 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. This pay scale will take effect from 1<sup>st</sup> April 2020.</i></p> |                              |                 |

**Hours of Work:**

30 hours per week. Hours to be worked flexibly according to the needs of the service.

**Bank Holidays Enhancement**

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.

**DBS Checks:**

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

**Probationary Period:**

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

**Holidays:**

20 days plus 8 statutory days (holidays are pro-rata if part time)

**Part Time Work:**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

**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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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.

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|--|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b>                            |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>6</b> |
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### **Life Assurance:**

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary. There are some exemptions to this cover so please ask for further details on commencing employment.

### **Discretionary Benefits:**

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

### **Employee Counselling Service:**

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

### **Hospital Saturday Fund:**

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

### **Staff Benefits Scheme:**

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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|--|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b>                            |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>7</b> |
| All employees are subject to enhanced DBS checks |  |                         |  |                     |          |