



Creative Support Ltd, Head Office

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Administrator
London Services

Reference: 77555

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: 25 February 2025

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 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.



**JOB DESCRIPTION – Administrator
London Services**



Accountable To: Line Manager

The Role:

To provide administrative and operational support to our services across 9 different Boroughs. The successful candidate will be based in North London (Archway) and will occasionally travel to other parts of London to support our services as needed.

Main Responsibilities/Duties

1. Maintaining the registered office in line with CQC standards including creating and updating staff files and documentation.
2. Supporting with all aspects of recruitment and interviewing potential candidates.
3. Assisting Registered Managers with additional administration support during and prior to CQC and Local Authority inspections.
4. Completing minutes at a variety of different meetings (including HR investigations and disciplinary hearings)
5. Providing support to managers to complete internal audits and spot checks when required.
6. Assisting in setting up local training facilities.
7. Getting involved in client activities when required.
8. Ensuring the Archway office is kept organised and neat at all times.
9. Prioritising all requests from the Service Director.

1. Service Administration Duties

- 1.1 To provide secretarial and general administrative support for staff and Project Managers. To prioritise all work allocated by the Service Director.
- 1.2 To maintain up-to-date paper and electronic filing and information systems for various data (for example – team and tenant meeting minutes, staff supervision dates, appraisal dates etc). To ensure that all personal data relating to staff and service users is maintained confidentially.

- 1.3 To ensure tasks are completed by reminding Project Managers and staff of outstanding tasks, ensuring deadlines are met and reporting weekly progress to the Service Director and Service Manager.
- 1.4 To send, receive and promptly respond to e-mails. To process incoming and outgoing post and visit the post office when required.
- 1.5 To assist Senior Management in conducting site inspections to ensure all services are following CQC standards. To prepare action plans to address areas of improvement following site inspections and assist in implementing these actions when required.
- 1.6 To arrange meetings, prepare agendas, and to take and distribute minutes to all attendees.
- 1.7 To audit confidential and comprehensive client files in line with CQC expectations.
- 1.8 To provide weekly schedules for an electronic monitoring system and to input data to create reports on Excel in various realms outlined by the Service Director and Service Manager.
- 1.9 To assist the Training and Activities Officer with organising staff, family and service user consultation events and social events, when required.
- 1.10 To collect weekly service rotas and staffing hours' reports and conduct thorough checks in order to ensure the commissioned hours are not exceeded.
- 1.11 To liaise with Head Office in relation to purchasing requests, Personnel and HR queries, IT requirements, housing voids, finance and wages issues and other matters.
- 1.12 To order stationery and office supplies, as required, and ensure that the office is fully functioning and well maintained at all times.
- 1.13 To operate petty cash and financial systems and ensure the safe storage of the office keys.
- 1.14 To compile information for the payment of staff wages and expenses for timesheets. To liaise with Payroll in connection with payroll queries. To collect and process timesheets.
- 1.15 To support service users and staff in accessing and using computer software, the photocopier, and other office equipment, and in producing letters and documents.
- 1.16 To provide a friendly and efficient message taking service. To communicate messages to the relevant parties and ensure that they are followed up promptly.
- 1.17 To greet and welcome visitors, and organise meeting rooms and refreshments.

2. Personnel Administration Duties

- 2.1 To request the placing of adverts in relation to identified vacancies.
- 2.2 To organise interviews and to assist managers with interviewing and selecting staff. To support service users who take part in recruitment and selection of staff.
- 2.3 To assist in conducting criminal record (DBS) checks for new employees and renewals for current employees.
- 2.4 To maintain confidential staff personnel files, ensuring that they are up to date and comprehensive in line with CQC standards.
- 2.5 To maintain and disseminate a relief staff database with current contact information.
- 2.6 To coordinate additional inductions and training sessions at various London offices as necessary.
- 2.7 To maintain records of manager supervision and appraisals.
- 2.8 To liaise with the Personnel department at Head Office in relation to personnel matters.

3. General Duties

- 3.1 To accept regular support and supervision from line manager.
- 3.2 To carry out all work in a manner that is consistent with the aims and principles of Creative Support.
- 3.3 To maintain complete confidentiality at all times, in accordance with the agreed policy.
- 3.4 To treat all service users and stakeholders with respect and courtesy.
- 3.5 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 3.6 To establish and maintain effective working relationships with co-workers, supervisors and service users.
- 3.7 To pursue personal development of skills and knowledge.
- 3.8 To comply with and to implement the Equal Opportunities Policy of Creative Support.
- 3.9 Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Experience of working in an administrative related function	Application & Interview	Desirable
2.	Experience of paper and computerised information and record keeping systems	Application & Interview	Essential
3.	Educated to graduate level or equivalent	Application & Interview	Desirable
4.	Good IT skills with knowledge of Microsoft Office, accurate keyboard and word processing skills, reasonable typing speed.	Application & Interview	Essential
5.	Written communication skills to produce correspondence of a professional standard	Application & Interview	Essential
6.	Active listening and verbal communication skills for effective interaction with members of the public, managers and staff at all levels	Application & Interview	Essential
7.	Good standard of English both verbally and written in addition to excellent interpersonal skills	Application & Interview	Essential
8.	Ability to work with minimum supervision/plan and prioritise own workload	Application & Interview	Essential
9.	The ability to work under pressure and to specific deadlines	Application & Interview	Essential
10.	Understand and observe strict confidentiality at all times	Application & Interview	Essential
11.	Ability to organise and prioritise the work of an office or department day to day	Application & Interview	Essential
12.	Ability to use initiative and problem solve	Application & Interview	Essential
13.	Ability to take accurate notes/minutes of sensitive meetings	Application & Interview	Essential
14.	Commitment to excellent customer care	Application & Interview	Essential
15.	Tact and diplomacy in all interpersonal relationships with customers and work colleagues	Application & Interview	Essential
16.	The ability to work in a professional and confidential manner	Application & Interview	Essential
17.	Willingness to consult colleagues and to work as part of a team	Application & Interview	Essential
18.	Self-motivation and personal drive to complete tasks to required time scales and quality standards	Application & Interview	Essential
19.	The flexibility to adapt to changing workload demands and new organisational challenges	Application & Interview	Essential
20.	Willingness to work flexible hours according to needs of the service/department	Application & Interview	Essential

21.	Willingness to abide by the Creative Support's no smoking policy	Application & Interview	Essential
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Salary:	Up to £28,500	
	Point One:	£27,500 per annum
	Point Two:	£28,500 per annum
Please Note: <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>		

Hours of Work:

37.5 hours per week (Monday to Friday: 9am to 5pm – subject to change depending on the needs of the service).

DBS Checks:

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

Holidays:

20 days per annum plus eight statutory days pro-rata.

Probationary Period:

The first four months will constitute a probationary period. On successful completion, 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 the criteria below:

- 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

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

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.

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

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are 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.

Christmas and New Year Bank Holidays

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

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.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are enrolled onto Level 2/3 Health and Social Care Diplomas. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) of paid 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. This bonus will only come into effect in the leave year after two full years' service. 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.

Employee Assistance Service:

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Payroll Giving:

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:

We recognise our 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:

A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone and laptop 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.

Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.