



Creative Support Ltd, Head Office

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Receptionist Administrator
Head Office, Stockport Town Centre

Reference: 79533

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 January 2025

Once you have submitted or posted 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.

Yours faithfully

Recruitment Department

All employees are subject to enhanced DBS checks



JOB DESCRIPTION – RECEPTIONIST ADMINISTRATOR

Head Office, Stockport

Hours:	Full-time
Responsible to:	Reception Manager
Team:	Reception and Administration Team
Location:	Head Office, Stockport

The Role:

We are looking for a motivated, energetic and caring individual who can provide excellent customer care to join our Reception Team within our Head Office in Stockport.

The ideal candidate will have excellent customer care skills, be well organised and an excellent communicator both verbally and through email. They will be a supportive team player, flexible, responsive and timely in their approach.

General Reception and Administrative Duties

1. To represent Head Office and the wider organisation in a friendly and professional manner as a key part of our front of house reception service by greeting and aiding visitors to the office and dealing with any queries or required procedures in a helpful and polite manner.
2. To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers across all of our services throughout the country.
3. To keep filing and online network system folders in order. To assist with the updating of the national database and other databases as required
4. To work collaboratively with the Reception Team and other Head Office teams and assist them in their role
5. To assist with the administration tasks as appropriate including stationery and post room restocking, received and recording parcels and deliveries, making up ID cards and fobs.
6. To deal efficiently and effectively with incoming and outgoing mail, ensuring the most cost effective means of postage are used. To record all registered and special delivery mail and use the franking machine as appropriate.
7. To carry out general administration duties including word processing, audio typing, spreadsheets, filing etc for the departments within Head Office

General Duties

1. To accept regular support and supervision from line manager.
2. To carry out work in a manner consistent with the aims and philosophy of Creative Support.
3. To comply with and implement the Equal Opportunities Policy of Creative Support.

4. To maintain confidentiality at all times, in accordance with the agreed policy.
5. To treat service users and stakeholders with respect and courtesy.
6. To observe written policies, procedures and guidelines for good practice agreed by Creative Support.
7. To provide administrative support to all of our schemes and services.
8. To offer practical advice to volunteers at Head Office.
9. Any other duties as required.

PERSON SPECIFICATION – RECEPTIONIST ADMINISTRATOR**Head Office, Stockport Town Centre**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	At least one year's experience of reception work, or related admin, paid or unpaid, within a busy office environment	Application & Interview	Essential
2.	Excellent communication skills and the ability to listen sensitively to others	Application & Interview	Essential
3.	Willingness to consult colleagues and to work as part of a team	Interview	Essential
4.	A good standard of written and spoken English	Application Form	Essential
5.	Proficient with computer software, particularly MS Office (Word, Outlook, Excel)	Application & Interview	Essential
6.	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
7.	Excellent customer care skills in all areas	Application & Interview	Essential
8.	Fast accurate typing	Application & Interview	Essential
9.	A warm and friendly approach to colleagues, service users and stakeholders	Application & Interview	Essential
10.	Willingness to work flexible hours when required.	Application & Interview	Essential
11.	Willingness to attend training courses and events	Interview	Essential
12.	Experience of minute taking	Application & Interview	Desirable
13.	Ability to demonstrate a high degree of self motivation, initiative and commitment	Interview	Essential
14.	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – RECEPTIONIST ADMINISTRATOR

Head Office, Stockport

Salary:	Up to £12.35 per hour depending on experience	
	Point One:	£12.00 per hour
	Point Two:	£12.20 per hour
	Point Three:	£12.35 per hour
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:

Hours to be worked flexibly on a shift rota Monday-Friday between the hours of 7:45am and 8pm. The majority of these hours to be worked between the hours of 7:45am and 5pm, with shifts being either 7:45am-3:45pm, 9am-5pm and 12pm-8pm. Overtime opportunities are also available over weekends and bank holidays.

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 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 you 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.