



**Creative Support Ltd, Head Office**

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**Business Support Officer / Administrator**

**Reference: 84001**

**Tendering Department, Head Office, Stockport Town Centre**

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: 18 March 2025**

**Interview Date: 26 – 28 March 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 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 candidates are subjected to enhanced DBS checks.**



## **JOB DESCRIPTION – BUSINESS SUPPORT OFFICER / ADMINISTRATOR**

**Tendering Department, Head Office, Stockport**



*(Partial home working options are available for this role, please include any restrictions or preferences in your application to discuss at interview)*

**Accountable To:** Tendering Manager

**Contract:** Full time hours (37.5) or part time hours (minimum 22.5).

### **Our Values Are Important To Us:**

We are a passionate, inclusive and anti-racist organisation. We promote independence, dignity, equality, rights and inclusion when designing and delivering services. We embrace diversity and encourage applicants from all backgrounds and cultures. As a proud Stonewall Diversity Champion we actively encourage applications from the LGBT+ community. We welcome and support applications from people with a disability, as a Disability Confident Employer.

### **About Us**

Creative Support is a Registered Society with Charitable Status, committed to using our resources to deliver the best possible service and to creating opportunities for individuals we support.

We were initially set up in 1990 to support individuals in Manchester with mental health needs to move from hospital back to the community. We have grown considerably since then and now deliver services in over 70 Local Authorities to support individuals with a wide range of needs across a number of service types including supported living, supported housing, residential care, community support, floating support, extra care, respite and day services. We provide services for people with a learning disability, autism, mental health, acquired brain injuries and complex health needs, sensory and physical disabilities, complex needs (including behaviour which can challenge services), chaotic lives and socially excluded groups (including individuals who are homeless, misuse substances or have a forensic history).

All our services are individualised, person centred and deliver valued outcomes, as we passionately believe that our service users have the right to live personally meaningful lives and be supported to reach their full potential. Our services for people with a learning disability are based on person centred approaches and ordinary life principles, whilst our mental health services promote recovery and social inclusion.

### **Role Overview**

As Business Support Officer or Administrator, you will have a key role in supporting the preparation, development, co-ordination and submission of bids as part of our busy Tendering Team, supported by our Contracts Lead and Tendering Manager.

Main duties of the role will include:

- Being the first point of contact for enquiries and communications, ensuring these are responded to effectively or directed to a relevant member of the team
- Managing information and excellent record keeping throughout the tender process
- Communicating with operational teams, Service Directors and Commissioners
- Coordinating submissions and individual referral responses
- Working on pre-qualifications and business elements of tenders
- Research, screening and scoping new tender opportunities to support submissions and the work of the team
- Attending tender events and briefings
- Data management & reporting, maintenance of our tender database and other working documents

Officers will additionally take a leading role in coordinating submissions, prioritising workload, development of team processes, engaging with stakeholders and completing more complex tender elements.

### **Our Commitment To You:**

- Flexible working hours to suit your lifestyle and other commitments
- Extensive training and continuous development opportunities
- Flexibility to pursue and develop areas of personal interest
- Friendly and Inclusive workplace, including LGBT+ and Anti-racism staff networks
- 25 days annual leave and time off in lieu
- Additional birthday bonus day of leave
- Organisation focus on wellbeing, including free Employee Assistance Programme and holistic support offers for staff

### **TECHNICAL JOB DESCRIPTION**

#### **1 Tender Submissions**

- 1.1** To review all materials provided as part of tender processes to ensure that all work is effectively identified/allocated.
- 1.2** To work with the identified Bid Writer(s) to ensure all work is collated in good time for submission.
- 1.3** To complete selection questionnaires (including sourcing references from operational managers and the Executive Team).
- 1.4** To collate and arrange information/resources in the bid library - monitoring and revising the library as required.

#### **2 Business Administration & Support**

##### **To work as part of the Tendering Team to:**

- 2.1** Identify and explore all sources of potential tender notices/framework agreements/accreditation opportunities and preferred provider schemes, including e-tenders.
- 2.2** Create summaries and ensure the Executive Management team is presented with any opportunities of potential interest, in-line with specified deadlines.
- 2.3** Submit expressions of interest as required.
- 2.4** Provide excellent customer service in response to internal and external queries.
- 2.5** Maintain accurate records of all upcoming, recently submitted, not pursued and unsuccessful tenders.
- 2.6** Respond to all requests for information/action from commissioners in a professional, proactive and timely manner.
- 2.7** Ensure that all information held on our systems for the purpose of tendering activities is kept accurate and up to date.
- 2.8** Arranging attendees for interviews and presentations.
- 2.9** Attend tender briefings, conferences, post tender award meetings and training events throughout England as required, ensuring the relevant information is summarised and fed back effectively.
- 2.10** Request feedback where tenders are unsuccessful and ensure this information is used to inform future tender submissions

#### **3 General Duties**

- 3.1** Ensure effective communication with the line manager.
- 3.2** Accept regular support and supervision from line manager.
- 3.3** Carry out all work in a manner consistent with the aims and principles of Creative Support.

- 3.4** Comply with and implement the Equal Opportunities Policy of Creative Support.
- 3.5** Maintain confidentiality at all times, in accordance with the agreed policy.
- 3.6** Identify own training needs in discussion with line manager and to attend training events and courses as required.
- 3.7** Observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 3.8** Undertake travel across England as required and work flexibly to meet deadlines.
- 3.9** Any other duties as required.

**PERSON SPECIFICATION – BUSINESS SUPPORT OFFICER / ADMINISTRATOR**

Tendering Department, Head Office, Stockport Town Centre



	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Degree or equivalent professional qualification	Application, Interview & Exercise	Desirable
<b>2</b>	Professional experience in an business support or administrative role	Application & Interview	<b>Administrator:</b> Desirable <b>Officer:</b> 1 years' experience essential
<b>3</b>	Experience more broadly within a health or social care organisation e.g. NHS, support provider, local authority	Application & Interview	Desirable
<b>4</b>	Ability/experience of working to deadlines and effective time management under pressure	Application, Interview & Exercise	Essential
<b>5</b>	A working knowledge of relevant Office applications (Word, Publisher and PowerPoint)	Application, Interview & Exercise	Essential
<b>6</b>	Excellent organisational skills, including prioritisation of tasks and ability to manage own workload	Application & Interview	Essential
<b>7</b>	Excellent written and verbal communication skills	Interview	Essential
<b>8</b>	Ability to sensitively manage and communicate confidential or sensitive information relating to service users or tender opportunities	Application & Interview	Essential
<b>9</b>	The ability to work flexibly according to the changing needs of our busy team and organisational requirements	Application & Interview	Essential
<b>10</b>	Keen analytical mind, with the ability to review and summarise information quickly and concisely	Application & Exercise	Essential
<b>11</b>	Excellent customer service skills and a willingness to support colleagues to achieve deadlines	Application & Interview	Essential
<b>12</b>	Willingness to travel and work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
<b>13</b>	Genuine interest in health and social care, our person centred values and the quality service of provision	Interview	Essential
<b>14</b>	Willingness to attend training courses and events	Interview	Essential
<b>15</b>	Commitment to treating all service users and families in a positive, respectful manner	Interview	Essential

**TERMS AND CONDITIONS –BUSINESS SUPPORT OFFICER / ADMINISTRATOR**

Tendering Department, Head Office, Stockport Town Centre



<b>Salary:</b>	<b>Administrator</b>	£25,418.25 per annum
	<b>Officer</b>	£26,500 per annum

**Please Note:** *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.*

**Hours of Work:**

Full time hours (37.5) or part time hours (minimum 22.5), with working pattern to be agreed with successful candidate.

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.

**Holidays:** 25 days plus 8 statutory days (pro-rata if part time)

**Bank Holidays:** We do not pay enhancements for working evenings, weekends or any other public holiday.

**Birthday Holiday Bonus:** You will be permanently entitled to 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 checks.

**Confidentiality:** All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

**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.

**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
- Carers leave up to 5 days per annum

**Pension:**

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

**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.

**Inclusive workplace:**

Opportunity to be part of our staff led LGBTQ+ and Anti-racism 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.

**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 on a regular basis to any of the registered charities either large or small.

**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:**

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 had at least six months between resigning from their original post and taking up their new role.

**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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.