



**Creative Support Ltd**

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**Service Administration Officer**

**Reference: 73668**

**Tower Hamlets and Wandsworth, London**

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: 29 April 2024**

***Please note the following:***

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 We **do not** notify unsuccessful applicants for this post. If you do not receive a response within fifteen days, please consider your application was not shortlisted.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

**Recruitment Department**

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



## **JOB DESCRIPTION – Service Administration Officer**

**Tower Hamlets and Wandsworth, London**

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

### **The Role:**

Creative Support supports vulnerable adults in 5 Boroughs across London and Essex in a variety of different care settings. The services are overseen by the Service Director and a number of Service Managers with whom you will be working closely to ensure excellent service standards and manage staff performance.

We are looking for a highly motivated and proactive individual to join our expanding London team, providing administrative and operational support to our services across five different Boroughs. The successful candidate will be based between Wandsworth (two days) and Tower Hamlets (three days) in a given week (subject to change). The candidate will occasionally travel to other parts of London to support our other services as needed. Duties will include (but are not limited to):

- Maintaining the services in line with CQC standards including creating and updating staff files and documentation.
- Supporting with all aspects of recruitment and interviewing potential candidates for the services.
- Prioritising all requests from the Senior Management Team.
- Assisting Registered Managers with administration support during and prior to CQC and Local Authority inspections.
- Completing minutes at a variety of different meetings (including HR investigations and disciplinary hearings).
- Providing support to managers to complete internal audits and spot checks when required.
- Getting involved in client activities when required.
- Ensuring the service offices are kept organised and neat at all times.

### **1. Service Administration Duties**

- 1.1 To provide secretarial and general administrative support for staff and Service 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.

- 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 monitor and update the staff supervision matrix as required, reminding Service Managers of outstanding supervisions.
- 1.9 To assist the Service Manager with regular medication audits and spot checks
- 1.10 To create and maintain up-to-date, comprehensive client files with the guidance of the Service Manager.
- 1.11 To ensure all paperwork requiring service users' consent is signed by them, or, if they don't have capacity, by their next of kin.
- 1.12 To aid Activity Support Workers with circulating Quarterly Satisfaction Surveys to service users.
- 1.13 To regularly monitor the Health and Safety file as well as ensure the satisfactory completion of frequent health and safety checks.
- 1.14 To register both staffs' and residents' Covid PCR tests on the national Covid test registration site, to book test collection and to report the results to the Service Manager (if needed).
- 1.15 To liaise with third parties, e.g. GP, social workers, pharmacists, on behalf of service users when required.
- 1.16 To assist the Training and Activities Officer with organising staff, family and service user consultation events and social events, when required.
- 1.17 To assist Service Managers with scanning and emailing staff's weekly timesheets to the registered London head office.
- 1.18 To do weekly staff rota checks which are shared with the Service Director to ensure the right number of care hours are being delivered in services.
- 1.19 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.
- 1.20 To order stationery and office supplies, as required, and ensure that the service offices are fully functioning and well maintained at all times.

- 1.21 To liaise with Payroll in connection with payroll queries. To assist Service Managers with requesting weekly timesheets from staff.
- 1.22 To support service users and staff in accessing and using computer software, the photocopier, and other office equipment, and in producing letters and documents.
- 1.23 To provide a friendly and efficient message taking service. To communicate messages to the relevant parties and ensure that they are followed up promptly.

## **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 a relief staff database with current contact information.
- 2.6 To maintain records of manager supervision and appraisals.
- 2.7 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.

**PERSON SPECIFICATION – Service Administration Officer**  
**Tower Hamlets and Wandsworth, London**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential /Desirable</b>
<b>1</b>	Experience of working in an administrative related function	Application & Interview	Desirable
<b>2</b>	Experience of paper and computerised information and record keeping systems	Application & Interview	Essential
<b>3</b>	Educated to graduate level or equivalent	Application & Interview	Desirable
<b>4</b>	Good IT skills with knowledge of Microsoft Office, accurate keyboard and word processing skills, reasonable typing speed.	Application & Interview	Essential
<b>5</b>	Written communication skills to produce correspondence of a professional standard	Application & Interview	Essential
<b>6</b>	Active listening and verbal communication skills for effective interaction with members of the public, managers and staff at all levels	Application & Interview	Essential
<b>7</b>	Good standard of English both verbally and written in addition to excellent interpersonal skills	Application & Interview	Essential
<b>8</b>	Ability to work with minimum supervision/plan and prioritise own workload	Application Form, Interview and Exercise	Essential
<b>9</b>	The ability to work under pressure and to specific deadlines	Application & Interview	Essential
<b>10</b>	Understand and observe strict confidentiality at all times	Application & Interview	Essential
<b>11</b>	Ability to use initiative and problem solve	Application & Interview	Essential
<b>12</b>	Ability to organise and prioritise the work of an office or department day to day	Application Form, Interview and Exercise	Essential
<b>13</b>	Ability to take accurate notes/minutes of sensitive meetings	Application & Interview	Essential
<b>14</b>	Commitment to excellent customer care	Application & Interview	Essential
<b>15</b>	Tact and diplomacy in all interpersonal relationships with customers and work colleagues	Application & Interview	Essential
<b>16</b>	The ability to work in a professional and confidential manner	Application & Interview	Essential
<b>17</b>	Willingness to consult colleagues and to work as part of a team	Application & Interview	Essential
<b>18</b>	Self-motivation and personal drive to complete tasks to required time scales and quality standards	Application & Interview	Essential
<b>19</b>	The flexibility to adapt to changing workload demands and new organisational challenges	Application & Interview	Essential
<b>20</b>	Willingness to work flexible hours according to needs of the service/department	Application & Interview	Essential
<b>21</b>	Willingness to abide by the Creative Support's no smoking policy	Application & Interview	Essential

**TERMS AND CONDITIONS – Service Administration Officer  
Tower Hamlets and Wandsworth, London**

<b>Salary:</b>	<b>Up to £27,000 per annum dependent upon experience and qualifications</b>	
	<b>Point One:</b>	£26,500 per annum
	<b>Point Two:</b>	£27,000 per annum
<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>		

**Hours of Work:**

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

**Holidays:**

20 days plus 8 statutory days pro rata.

**Birthday Holiday Bonus:**

All employees are 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 and ISA checks.

**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 eighteen 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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 its 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 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 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 had 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 provided will be depended 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.

**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.