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## Service Administrator

**Reference: 76875**

**Wakefield – LD supported Living Services**

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: 26 June 2024

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.

Please feel free to contact Michelle Moore Operations Manager on 07796 996301 for an informal chat and to know more about the role.

Yours faithfully,

**Recruitment Department**



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## JOB DESCRIPTION – SERVICE ADMINISTRATOR

**Responsible to:** Registered Manager and Deputy Manager / Senior Operations Manager

### **Main Purpose:**

The main purpose of the post is to provide efficient and responsive administration support for our Extra Care Services. This position will require you to work in our CQC Registered Offices located on Hawthorne Road, Hull. The services provide dedicated support to adults with a range of support needs. A high standard of customer care and professionalism is required at all times.

### **Reception and Administrative Duties**

- 1.1 To provide secretarial and administrative support to senior staff. This will include typing reports, setting up files, scanning documents, and taking minutes for meetings and payroll.
- 1.2 To support the Registered Manager and senior staff in updating electronic rostering systems.
- 1.3 To type correspondence and to produce professional documents and reports required for monitoring and other service purposes.
- 1.4 To monitor and process timesheets on a weekly basis using an Excel spreadsheet. Auditing timesheets to ensure compliance with contract hours, accurately inputting timesheet information and sending this in to our head office in a timely manner once the correct authorisation has been sought.
- 1.5 To maintain central annual leave records for staff.
- 1.6 To answer the phone in a professional and efficient manner, take accurate messages and respond to phone calls and queries from clients and family members.
- 1.7 To liaise with third parties and stakeholders including the Social Services on behalf of management.
- 1.8 To respond to queries from clients and family members in person.
- 1.9 To maintain local training records across the service and to ensure that any gaps against mandatory training requirements are escalated to the Registered Manager.
- 1.10 To order, put away and keep stock of stationary and office equipment.
- 1.11 To keep the filing system in order and follow our archiving procedure.
- 1.12 To prepare monitoring statistics and reports as directed by the Service Director/Registered Manager including contract reports.
- 1.13 To photocopy forms and ensure sufficient stocks of paperwork.
- 1.14 To book and prepare meeting rooms.

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- 1.15 To send and receive emails professionally and efficiently.
- 1.16 To communicate with senior staff and head office to ensure that shifts are covered for the service. This will include maintaining an accurate database of relief worker's records.
- 1.17 To help implement and maintain accurate client records.
- 1.18 To take responsibility for the on call rota and to ensure all relevant information for the on call is up to date and accurate.
- 1.19 To order and manage petty cash and travel expenses in line with policies.
- 1.20 Provide a first line of contact for staff members, professionals, service users, family members and to ensure that all messages are accurately recorded, directed and actioned.
- 1.21 Assisting with preparation of rotas and covering shifts by liaising with agency/head office bank team.
- 1.22 Signing for parcels/medication/other deliveries to the service.

**General Duties**

- 2.1 To accept regular support and supervision from your line manager.
- 2.2 To carry out all work in a manner consistent with the aims of the service and the philosophy of Creative Support.
- 2.3 To comply with and implement the Equal Opportunities Policy of Creative Support.
- 2.4 To maintain strict confidentiality at all times, in accordance with the agreed policy.
- 2.5 To treat all service users and stakeholders with respect and courtesy.
- 2.6 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 2.7 Any other duties as required.

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**PERSON SPECIFICATION – SERVICE ADMINISTRATOR**

**Hull Extra Care Service**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential /Desirable</b>
1	Experience of administration and reception work within a busy office environment	Application & Interview	Essential
2	Warm, approachable manner towards colleagues, service users and other stakeholders	Interview	Essential
3	A positive, can-do attitude	Interview	Essential
4	Able to communicate clearly and professionally	Application & Interview	Essential
5	Able to check the completion of work tasks	Application & Interview	Essential
6	Oversee the work undertaken by staff (under the supervision of operational managers)	Interview	Essential
7	Resilient nature as this is a very busy care environment	Interview	Essential
8	Good communication skills and the ability to listen sensitively to others	Application & Interview	Essential
9	Willingness to consult colleagues and to work as part of a team	Interview	Essential
10	A good standard of verbal and written English	Application Form	Essential
11	Familiarity with computer software, particularly MS Office (Word, Outlook etc) including a working knowledge of Excel	Application & Interview	Essential
12	Ability to organise and prioritise workload and to work unsupervised	Application Form	Essential
13	Excellent attention to detail	Interview	Essential
14	Excellent telephone skills and the ability to take detailed messages and signpost individuals to appropriate member of staff, triaging calls and action taken	Interview	Essential
15	Fast accurate typing (minimum of 50wpm)	Interview & Exercise	Essential
16	Ability to take accurate minutes of meetings	Application & Interview	Essential
17	To take accurate notes from team meetings, meetings with other professionals and HR meetings	Application & Interview	Essential
18	Willingness to work flexible hours to meet the needs of the services	Interview	Essential
19	Willingness to attend training courses and events	Interview	Essential
20	Ability to demonstrate a high degree of self-motivation and commitment	Interview	Essential
21	Willingness to participate in regular supervision with line manager	Interview	Essential
22	Willingness to travel across the Borough of Bromley and occasionally other parts of London	Application & Interview	Essential
23	A genuine interest in care and support	Application & Interview	Essential

## TERMS AND CONDITIONS – SERVICE ADMINISTRATOR

### Hull Extra Care Service

<b>Salary:</b>	<b>Up to £25,000 per annum (depending upon experience and qualifications)</b>	
	<b>Point One:</b>	
	<b>Point Two:</b>	
<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:

Full time 37.5 hours, ideally between the hours of 9am and 5pm Monday to Friday. Some flexibility will be required.

#### 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.

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- 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 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
- 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.

**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:**

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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 Staff 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:**

£100.00 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 had 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 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.

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