



**Creative Support Ltd, Head Office**

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**Training Qualifications Administrator**

**Reference: 84038**

**Learning & Development Department, Mansion House, Stockport**

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: 02 May 2025**

**Interview Date: 15 May 2025**

Once you have submitted or posted your application form, allow 10 working days after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful.

Please return the completed application form to **Creative Support**, in the enclosed Freepost envelope, or to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS

Due to our charitable organisational status, all application forms submitted without use of the Freepost envelope **must be done so using the correct postage amount**. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

Yours faithfully

**Recruitment Department**

Encs: Application Form  
Philosophy Statement  
Additional Information

**Finalised by: R. Kendall-Corry**

***All candidates are subjected to enhanced DBS checks***

**JOB DESCRIPTION – TRAINING QUALIFICATIONS ADMINISTRATOR**  
**Learning & Development Department, Mansion House, Stockport**



**Hours** Full time hours, 37.5 hours per week.

**Responsible to:** Head of Engagement and Learning, the Office Manager and the Vocational Qualifications Centre manager

**Main Purpose**

The main purpose of the post is to provide an efficient and responsive administration service within our busy Learning and Development department based in Stockport town centre. The Learning and Development department provides a dedicated service to all employees of Creative Support, co-ordinating both internal and external training and development opportunities. A high standard of customer care and professionalism is required at all times.

**1. Vocational Qualification administrative duties**

- 1.1 To manage the digital process for staff qualifications from end to end.
- 1.2 To register and claim certification for learners
- 1.3 To liaise with the Vocational Qualifications Centre Manager and Head of Engagement and Learning regarding tasks and duties
- 1.4 To liaise with the Awarding Organisations regarding administration of vocational qualifications.
- 1.5 To monitor and manage assessment centre communications.
- 1.6 To carry out administration of qualifications claimed for funding purposes.
- 1.7 To be responsible for ensuring learners and management receive vocational qualification certificates.

**2. Learning & Development general duties**

- 2.1 To book mandatory training sessions for Creative Support new starters and ensure that all relevant qualification data is received.
- 2.2 To book staff on training courses, update the training database, present delegate attendance lists and certificates.
- 2.3 To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.
- 2.4 To deal with email enquiries regarding learning & development.
- 2.5 To keep the computerised and manual filing system in order.

### **3. Classroom Course Administration Duties**

- 3.1 To set up the training rooms including projectors, laptops, overheads etc.
- 3.2 To photocopy forms and ensure sufficient stocks of paperwork.
- 3.3 To welcome visitors in a courteous manner.
- 3.4 To process delegate expense claims and issue cash accordingly.
- 3.5 To support trainers in the preparation of course material and ensure all course material is maintained and stored on a central system.
- 3.6 To complete general administrative duties including photocopying, filing and archiving and to prepare documents in advance of training courses.
- 3.7 To take accurate minutes of learning and development meetings.
- 3.8 To assist the management team in planning the annual training calendar in relation to both internal and external training courses.
- 3.9 To maintain a delegate record for individuals who do not attend training courses and to inform managers by email and maintain a monthly report.

### **4. General Duties**

- 4.1 To accept regular support and supervision from line manager.
- 4.2 To carry out all work in a manner consistent with the aims of the Learning & Development department and the philosophy of Creative Support.
- 4.3 To comply with and implement the Equal Opportunities Policy of Creative Support.
- 4.4 To maintain confidentiality at all times, in accordance with the agreed policy.
- 4.5 To treat all service users and stakeholders with respect and courtesy.
- 4.6 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 4.7 May be required to participate in the out of hours rota - no more than one evening every two weeks and one weekend every four weeks, (may include a bank holiday)
- 4.8 Any other duties as required.

**PERSON SPECIFICATION – TRAINING QUALIFICATIONS ADMINISTRATOR****Learning & Development Department, Mansion House, Stockport**

|           | <b>REQUIRED QUALITIES</b>  | <b>How Assessed</b>               | <b>Essential or Desirable</b> |
|-----------|--|-----------------------------------|-------------------------------|
| <b>1</b>  | At least 1 year's experience of administration/reception work, paid or unpaid, within a busy office environment            | Application & Interview           | Essential                     |
| <b>2</b>  | Good communication skills and the ability to listen sensitively to others, including excellent telephone manner and skills | Application & Interview           | Essential                     |
| <b>3</b>  | Willingness to consult colleagues and to work as part of a team  | Interview                         | Essential                     |
| <b>4</b>  | A good standard of written English both orally and in writing  | Application & Exercise            | Essential                     |
| <b>5</b>  | Familiarity with computer software, particularly MS Office and basic keyboard skills                                       | Application, Interview & Exercise | Essential                     |
| <b>6</b>  | Experience of handling cash.   | Application & Interview           | Desirable                     |
| <b>7</b>  | Ability to organise and prioritise workload and to work unsupervised   | Application & Interview           | Essential                     |
| <b>8</b>  | Educated to graduate level   | Application & Interview           | Desirable                     |
| <b>9</b>  | A warm approach to colleagues and service users  | Application & Interview           | Essential                     |
| <b>10</b> | Willingness to work flexible hours   | Interview                         | Essential                     |
| <b>11</b> | Willingness to attend training courses and events  | Interview                         | Essential                     |
| <b>12</b> | Ability to demonstrate a high degree of self motivation and commitment   | Interview                         | Essential                     |
| <b>13</b> | Willingness to participate in regular supervision with line manager  | Interview                         | Essential                     |



|   |                              |                 |
|---|------------------------------|-----------------|
| <b>Salary:</b>  | <b>Up to £12.80 per hour</b> |                 |
|   | <b>Point One:</b>            | £12.60 per hour |
|   | <b>Point Two:</b>            | £12.70 per hour |
|   | <b>Point Three:</b>          | £12.80 per hour |
| <p><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></p> |                              |                 |

**Hours of Work:**

Full time hours are 37.5 per week to be worked flexibly to meet the needs of the service. This will be predominantly between 9am and 5pm but may vary depending on the needs of the department.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**Holidays:**

20 days plus 8 statutory days’ pro rata.

**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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP
- Six 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.

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

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure, ISA and POCA checks.

**Pension and Life Assurance:**

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

Employees can also contact our centralised Employee Relations Advisor to receive confidential aid and advice on any matters of concern.

**Employee Counselling Service:**

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

**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.