



Creative Support Ltd, Head Office

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Administrator

Reference: 84058

Property Services Department, 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: 22 May 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



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JOB DESCRIPTION – ADMINISTRATOR

Head Office, Stockport Town Centre

Hours: Full time hours: 37.5 per week, Monday to Friday 9am till 5pm.

Responsible to: Property Services Manager

The Role:

The Administrator will work as part of the Property Services Team to acquire the goods and contracted services required for the successful functioning of our properties.

The Administrator will respond to general queries on behalf of the Property Services Team and will help ensure all the information held by the team is up to date so that people can do their work effectively.

The role will suit someone with excellent customer service, IT and communication skills. The candidate should want to work in a fast paced office environment and be able to prioritise workload confidently, picking up tasks, processes and systems quickly. Applicants should have a positive, proactive worth ethic and contribute to improvements within the team.

The administrator will provide general administrative support to the team including:

- Data entry
- Raising purchase orders and other orders
- Updating various spreadsheets and systems
- Photocopying
- Organising meetings
- Filing physical documents and appropriately saving electronic documents
- Supporting the various helpdesks in the team
- Supporting the senior members of staff in the team

Role Duties

1. To assist with the administration association with the management of several utility contracts. To assist with data entry, compliance checks and data entry.
2. To assist with administration tasks for the department including raising quote requests and purchase orders, seeking the best and most suitable contractors, checking specifications and ensuring appropriate authorisation is gained.
3. To assist with administration tasks relating to contractors and other suppliers – checking compliance documentation, maintaining records and finding new contractors where necessary.
4. To monitor the property admin email account, actioning requests and following up appropriately with all incoming emails and requests.
5. To respond to internal and external queries. All written communications to be accurate and to a high standard.
6. To update the maintenance database system and other systems. To update spreadsheets and other systems.
7. To assist with administration tasks associated with recharges for tenant damage and other elective works.

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8. To be a departmental contact for distributing invoices for processing, undertaking compliance checks and authorising payments for contractors completed work.
9. To work flexibly as part of the team to ensure that the helpdesks have cover from 8am – 5.30pm, and that all annual leave periods are sufficiently resourced.
10. To support the wider property services team, as required with any administrative support required

General Duties:

1. Opening and sorting incoming mail and then distributing to the relevant staff members.
2. Ensuring the department working areas are kept tidy and well maintained at all times.
3. To co-ordinate own work in liaison with the line manager.
4. To type general correspondence and carry out data entry tasks as required.
5. To provide administrative support for both Property Management and other department staff in the event of absence if required.
6. To complete and submit an accurately completed timesheet on a weekly basis.
7. You will accept regular supervision from the line manager.
8. To carry out all work in a manner consistent with the aims and principles of Creative Support in addition to complying with and implementing the Equal Opportunities Policy of Creative Support.
9. You will maintain confidentiality at all times in accordance to Creative Support Policy and the framework of the Data Protection Act.
10. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
11. Any other duties as required

PERSON SPECIFICATION – PROPERTY MANAGEMENT ADMINISTRATOR
Property Management Department, Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working within an office environment	Application Form	Essential
2	Experience in an administrative role	Application & Interview	Essential
3	Experience of working to deadlines and prioritising	Application & Interview	Desirable
4	Good general IT skills and a good working knowledge of Office applications (Word, Excel and Access)	Application & Exercise	Essential
5	Excellent Customer Service skills working with internal and external customers	Application & Interview	Essential
6	Good commercial acumen and business sense	Application & Interview	Desirable
7	High standard of numeracy	Application & Interview	Essential
8	Good standard of written and spoken English	Application & Interview	Essential
9	Ability to consult with colleagues and to work as part of a team	Interview	Essential
10	Efficient organisational skills	Interview	Essential
11	A hard working and resourceful approach to work	Interview	Essential
12	Have an interest in the Health and Social Sector and our person centred values	Application & Interview	Essential

TERMS AND CONDITIONS – PROPERTY MANAGEMENT ADMINISTRATOR

Property Service Department, Head Office, Stockport Town Centre

Salary:	Up to 12.80 per hour	
	Point One:	£12.60 per hour
	Point Two:	£12.70 per hour
	Point Three:	£12.80 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:

Full time hours: 37.5 per week, 9:00am till 5:00pm Monday to Friday. Hours are to be worked flexibly, including participation in an out of hours rota organising support shift cover at our projects which will include weekend (Sat/Sun 8am-4pm) shifts on a rota basis if required (once every 8-12 weeks on average if support is required). Any overtime worked can be claimed back paid or as toil.

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.

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- 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.

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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.