

**Creative Support Ltd**

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Utilities Administration Officer

Head Office, Stockport

Reference: 77829

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: 12 June 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.



JOB DESCRIPTION – UTILITIES ADMINISTRATION OFFICER

Responsible to: Property Services – Utilities Coordinator

Working Hours: 37.5 hours per week (Part time hours considered)

Role Summary

To carry out administrative duties in relation to the processing of utilities for the company. To provide support with utility queries. To provide support with Television Licences. To review and pre-approve utility bills ensuring that the company is obtaining all the reductions that are available to them as a charity e.g. reduced VAT. To work closely with the Housing and Finance Teams in relation to utility queries and billing.

Utilities Administration:

1. To carry out the required administrative duties relating to utility contracts, including reviewing bills and statements.
2. To inform suppliers of new tenancies and assist with Change in Tenancy applications. To provide and record all relevant information including opening readings, meter reference numbers etc. To ensure all information is organised well and can be easily retrieved by the Property services team, updating spreadsheets as required.
3. To inform suppliers of tenancies ending and deal with the Change in Tenancy form. Providing all relevant information including end readings, new tenant details etc.
4. Maintain excellent records on utilities, including meter reference/supply numbers and meter readings for new properties and in between lets.
5. Obtain, record and submit meter readings to replace estimated readings with suppliers to ensure accurate billing.
6. Review bills to ensure we are benefiting from reduced VAT and zero Climate Charge Levy, completing and submitting required certification to suppliers for correction of incorrect billing.
7. To take action to recover charges where we have evidence of overpayments or recharging to third parties, where appropriate and assist with investigating / resolving complex billing queries.
8. To ensure that all refunds or credits due to the company are appropriately recorded and received.
9. To work closely with Housing and Finance Teams in relation to Utilities.

Other Responsibilities

1. To contribute to the work of the of the Property Services Team.
2. To contribute to the organisation and good record keeping of the Property Services Team.
3. To assist in the collation of information for meetings and to assist with actions following meetings when required.

4. To assist in the management of TV licenses.
5. To submit accurate timesheets weekly. To notify your line manager in relation to any issues in relation to attendance.
6. To comply with and to implement the Equal Opportunities Policy.
7. To comply with Health and Safety policies and guidance.
8. To maintain confidentiality and data protection at all times and in accordance with agreed company policies.
9. To attend training events and courses as required.
10. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
11. To accept support, supervision and guidance from your line manager and senior colleagues.
12. To assist/carry out any other duties as required by line manager and property team.
13. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

PERSON SPECIFICATION – UTILITIES ADMINISTRATION OFFICER

Head Office, Stockport Town Centre



	QUALITIES/EXPERIENCE	How Assessed	Essential/ Desirable
1	Experience of carrying out responsible administrative work which requires data accuracy and attention to detail	Interview & Application	Essential
2	Professional, assertive and confident approach	Interview & Application	Essential
3	A good standard of numeracy and the ability to use spreadsheets and databases competently. Experience in Excel preferred.	Interview & Application	Essential
4	A commitment to excellent internal and external customer care and a courteous phone manner	Interview & Application	Essential
5	Ability to liaise with other departments, suppliers and supporting agents	Interview & Application	Essential
6	Ability to write persuasive letters, emails and other correspondence	Interview & Application	Essential
7	Well organised and able to prioritise workload effectively and to meet deadlines. Ability to keep excellent paper and electronic records	Interview & Application	Essential
8	Good research skills and ability to resolve problems using initiative	Interview & Application	Essential
9	Results orientated with the ability to work proactively and enthusiastically towards agreed targets	Interview & Application	Essential
10	Ability to work positively and collaboratively within a team	Interview & Application	Essential
11	A flexible approach to work and the willingness to undertake meetings where required.	Interview & Application	Essential
12	Good customer services skills and telephone manner	Interview & Application	Essential

Salary:	£12.70 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: 37.5 hours per week. Monday to Friday. Normal hours of work are 9am till 5pm to be worked flexibly dependent upon the requirements of the organisation and the department.

Holidays:

20 days plus 8 statutory days pro rata.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Birthday Holiday Bonus:

Contracted 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 your 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.
- Eighteen 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.