



Creative Support Ltd

Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Marketing Administration Assistant

Head Office, Stockport

Reference: 81670

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 July 2025

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.

For more information on the role please contact Lauren Woods on 0161 236 0829 or lauren.woods@creativesupport.co.uk

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

Yours Faithfully,

Recruitment Department



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JOB DESCRIPTION - MARKETING ADMINISTRATION ASSISTANT

Head Office, Stockport

Hours : Full time hours: 37.5 per week, or part time.

Responsible to: Marketing and Communications Manager

Responsibilities:

Marketing:

1. Working as part of the Marketing and Communications Team to deliver excellent customer service for internal and external customers, including responding professionally to all requests.
2. Co-ordinating the administration of our internal awards, such as our We Care Awards for employees and our internal grants programmes.
3. Supporting promotion of marketing campaigns.
4. Circulate promotional literature and materials nationally.
5. Proofing written communications by colleagues.
6. Working collaboratively with Senior Management Team and other Departments.
7. Developing presentations to support wider Business Functions.
8. Maximising opportunities for engagement of staff, service users and other stakeholders.

Administration:

1. Managing the team emails.
2. Ensuring requests are triaged and flagged appropriately.
3. Providing timely and professional responses to requests for information or merchandise.
4. Sourcing quotes and liaising with suppliers for professional merchandise.
5. Managing merchandise stock and distribution.
6. Provide administrative support including handling petty cash, completing cash requisitions, arranging meetings and taking notes.

Events:

1. Assisting with the planning of events and sourcing necessary supplies/resources.
2. Hands on facilitation of events (either in person or online).
3. Gaining feedback to ensure continuous improvement.

Other:

1. To accept regular support and supervision from line manager.
2. To carry out all work in a manner consistent with the aims and principles of Creative Support.
3. To maintain confidentiality at all times, in accordance with the agreed policy.
4. To identify own training needs in discussion with line manager and to attend training/courses.
5. To observe written policies, procedures and guidelines agreed by Creative Support.
6. To undertake travel across England as required and work flexibly to meet deadlines.
7. Any other duties as required.

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PERSON SPECIFICATION - MARKETING ADMINISTRATION ASSISTANT
Head Office, Stockport



	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Evidence of relevant work experience and/or transferable skills	Application & Interview	Essential
2	Excellent interpersonal skills	Interview	Essential
3	Ability to provide friendly customer service to our staff and service users	Interview	Essential
4	Excellent planning and organisational skills	Interview	Essential
5	Ability to think creatively and give feedback on designs, concepts and imagery	Application & Interview	Essential
6	Good written communication skills	Application & Interview	Essential
7	Experience in using Microsoft Office suite	Application & Interview	Essential
8	Excellent attention to detail and ability to proof	Interview	Essential
9	Ability to use initiative to creatively problem solve	Interview	Essential
10	Willingness to travel and work flexible hours	Interview	Essential
11	An ability to demonstrate a genuine passion for the third sector, interest in health and social care policy/provision and commitment to our person centred values.	Interview	Essential
12	Car driver preferred	Application	Desirable

Pay Structure:

Salary:	Up to £25,057.50 pa pro rata depending on qualifications and experience	
	Point One:	£24,570.00 per annum / £12.60 per hour
	Point Two:	£24,765.00 per annum / £12.70 per hour
	Point Three:	£25,057.50 per annum / £12.85 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, or part time. Hours are to be worked flexibly.

Holidays:

25 days plus 8 statutory days pro rata.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

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.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

After two years of continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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,

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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.
- 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 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.

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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.

We Care 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 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 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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