



Creative Support Ltd, Head Office

Wellington House

131 Wellington Road

Stockport

SK1 3TS

Tel: 0161 236 0829

Fax: 0161 237 5126

recruitment@creativesupport.co.uk

www.creativesupport.co.uk

Training & Qualifications Administrator

Reference: 82683

Mansion House, 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: 4 July 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

All candidates are subjected to enhanced DBS checks.



JOB DESCRIPTION – TRAINING & QUALIFICATIONS ADMINISTRATOR

Mansion House, Stockport Town Centre

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

The Role:

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.

Vocational Qualification Administrative Duties

1. To manage the digital process for staff qualifications from end to end.
2. To register and claim certification for learners.
3. To liaise with the Vocational Qualifications Centre Manager and Head of Engagement and Learning regarding tasks and duties.
4. To liaise with the Awarding Organisations regarding administration of vocational qualifications.
5. To maximise funding streams and manage funding claims end to end.
6. To stay abreast of the Department for Health and Social Care (DHSC) and the NHS Business Authority (NHSBA) policies relating to the access and evidence requirements for the Learning & Development Support Scheme (LDSS) grants and funding for health and social care training qualifications.
7. To monitor and manage assessment centre communications.
8. To carry out administration of qualifications claimed for funding purposes.
9. To be responsible for ensuring learners and management receive vocational qualification certificates.

Learning and Development General Duties

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

Classroom Course Administration Duties

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

General Duties

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

PERSON SPECIFICATION – TRAINING & QUALIFICATIONS ADMINISTRATOR**Mansion House, Stockport Town Centre**

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

TERMS AND CONDITIONS – TRAINING & QUALIFICATIONS ADMINISTRATOR

Mansion House, Stockport Town Centre

| | | |
|---|--|-----------------|
| Salary: | Up to £12.85 per hour depending on qualifications and experience. | |
| | Point One: | £12.60 per hour |
| | Point Two: | £12.70 per hour |
| | Point Three: | £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.</i> | | |

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.

Holidays:

25 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 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 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 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.

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.