



Creative Support Ltd, Head Office

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Administrator

Reference: 84067

Bolton Office

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: 24 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.

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

Yours Faithfully

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

Recruitment Department

All candidates are subjected to enhanced DBS checks.



Responsible to: Area Manager

Main Purpose:

The main purpose of the post is to provide an efficient and responsive administration and reception service within our busy Bolton office. The service provides a dedicated service to people with learning disabilities. You will be required to arrange meetings, take minutes of meetings, maintain training reports, submitting timesheets and assisting with booking of relief staff to cover rotas. A high standard of customer care and professionalism is required at all times.

Reception and Administrative Duties

- 1.1 To provide secretarial and administrative support to senior staff this will include typing reports, setting up files, scanning documents and taking notes of meetings.
- 1.2 To ensure that any rotas changes that are reported are feedback to the managers and to actively assist with booking relief staff members.
- 1.3 To type correspondence and to produce professional documents and reports which are required for monitoring purposes.
- 1.4 To monitor and process timesheets on a weekly basis. Auditing timesheets to ensure compliance with contract hours and that all hours have been inputted onto a weekly involving spreadsheet and authorised by the Area Manager.
- 1.5 To maintain central annual leave records.
- 1.6 To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.
- 1.7 To maintain local training records across the service and to ensure that any gaps against mandatory training requirements are escalated to the Registered Manager
- 1.8 To order and put away stationary and office equipment.
- 1.9 To keep the filing system in order.
- 1.10 To prepare monitoring statistics and reports as directed by the Registered Manager including contract reports.
- 1.11 To photocopy forms and ensure sufficient stocks of paperwork.
- 1.12 To prepare invoices and invoice reports.
- 1.13 To manage the reception area welcoming customers and visitors.
- 1.14 To book and prepare meeting rooms.

- 1.15 To maintain the managers whereabouts using outlook and a diary based system.
- 1.16 To send and receive emails.
- 1.17 To communicate with Relief existing employees on a weekly basis to ensure that shifts are covered for the Bolton services. This will include maintaining an accurate database of Relief workers records.

General Duties

- 2.1 To accept regular support and supervision from line manager.
- 2.2 To carry out all work in a manner consistent with the aims of the Bolton Services and the philosophy of Creative Support.
- 2.3 To comply with and implement the Equal Opportunities Policy of Creative Support.
- 2.4 To maintain confidentiality at all times, in accordance with the agreed policy.
- 2.5 To treat all service users and stakeholders with respect and courtesy.
- 2.6 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 2.7 To provide administrative support to all of our schemes and services in the Bolton area.
- 2.8 Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Experience of administration and 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	Application & Interview	Essential
3	Willingness to consult colleagues and to work as part of a team	Interview	Essential
4	A good standard of verbal and written English	Application Form	Essential
5	Good keyboard skills	Application & Interview	Essential
6	Familiarity with computer software, particularly MS Office (Word, Outlook etc) including a working knowledge of Excel	Application & Interview	Essential
7	Ability to organise and prioritise workload and to work unsupervised	Application Form	Essential
8	Excellent telephone skills and the ability take detailed messages and signpost individuals to appropriate individuals, triaging calls and action taken	Interview	Essential
9	Fast accurate typing (minimum of 50wpm)	Interview & Exercise	Essential
10	Ability to take accurate notes of meetings	Application & Interview	Desirable
11	To take accurate notes from team meetings, meetings with other professionals and HR meetings	Application & Interview	Essential
12	A warm approach to colleagues and service users	Application & Interview	Essential
13	Willingness to work flexible hours to cover for your colleague who you will be job sharing with	Interview	Essential
14	Willingness to attend training courses and events	Interview	Essential
15	Ability to demonstrate a high degree of self-motivation and commitment	Interview	Essential
16	Willingness to participate in regular supervision with line manager	Interview	Essential

Salary:	Up to £12.85 per hour	
	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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

Part time; hours are 15 hours per week.

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.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 30 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

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

Holidays:

20 days including 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.

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 times 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 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 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.

Achieve Q 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 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.