



Creative Support Ltd, Head Office

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Personal Assistant

Head Office, Stockport

Reference: 82939

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: 5 September 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

Please note that all employees are required to complete an enhanced DBS check.

Finalised by: S. Priestley

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION –PERSONAL ASSISTANT

Head Office, Stockport

Hours: Full time is 37.5 hours per week (flexible: to include evenings, weekends and public holidays according to the needs of the office in addition to participation on office out of hours rota - no more than one evening every two weeks and one weekend or bank holiday shift every four weeks). Part time will be considered no less than 22.5

Responsible to: Service Director

The Role:

Creative Support has an established Head Office based in Stockport. Creative Support has over thirty years in successful operations supporting over 6,500 vulnerable people nationally. We have ambitious plans to continue our successful, and person-centred services. The successful post holder will support one or two senior team members, including directors or head of departments based at Head Office and the CEO with a range of PA tasks.

Personal Assistant Duties:

- Arranging and supporting meetings.
- Minuting meetings and ensuring accurate records are kept.
- Diary management for senior staff.
- Support to organise meetings virtually and minute take some of the board meetings which will be on a scheduled basis in the evenings periodically.

The post holder must be able to plan and prioritise a varied workload, exercising appropriate judgement and responding promptly and appropriately to all enquiries. The post holder will be required to handle information of a confidential nature and must observe the highest standards of professionalism, discretion and confidentiality. The post holder will demonstrate excellent communication skills and the ability to liaise professionally with service users, staff and external stakeholders.

You will also form part of the Head Office PA team. The spirit of the PA department is very much a team approach and a high degree of flexibility will be required to deputise for colleagues in their absence and support with peaks in workload. As part of your responsibilities, it is required that holiday periods are coordinated to ensure that there is sufficient PA cover to meet corporate requirements. Progression into specialised areas of the business will also be considered as you develop in this role.

The role will work interdepartmentally in Head Office and with regional administrators nationally. Head Office accommodates over 180 staff in 19 key departments. The role will be diverse and satisfying.

The post holder may be required to travel extensively and to work in accordance with working patterns and priorities of the agency. This is all planned in advance.

Main Responsibilities/Duties

1. To assist in the management of senior managers/director's diary and itinerary, resolving conflicting priorities and optimising time.
2. To organise meetings (in person and virtual) and events, including the booking of rooms/venues and the efficient distribution of agendas and minutes. To prepare and circulate papers for meetings as required. This will be in person and for virtual meetings.
3. To ensure the prompt and efficient distribution of written and electronic mail, in and out of the office, disseminating information to key staff, departments, board members and stakeholders, flagging up important matters and ensuring that they are followed up. This will include writing and typing correspondence and reports on behalf of Directors and other senior staff members, employing the highest attention to detail.
4. To minute meetings as required. This includes manager meetings, team meetings as well as confidential personnel meetings such as grievances, complaints investigation and disciplinary meetings. To maintain confidentiality at all times.
5. To provide support to the executive team deputising for other PAs as the need arises.
6. To support Directors and senior colleagues with general administration tasks such as preparation of letters, report writing, making appointments on their behalf etc.
7. To support Directors and senior colleagues with booking travel and hotel accommodation.
8. To liaise with senior officers, board members and stakeholders in all relevant matters. In particular, close liaison will be required with the Executive Management Team and Departmental Heads. Some matters will be highly sensitive and confidential.
9. To closely assist and support Directors in planning and delivering corporate events, projects and activities. This may involve preparing project plans and written reports as well as undertaking web based research.
10. To develop and maintain efficient and effective office systems, data collection and management processes. This will include keeping accurate and accessible records in both paper and electronic format and being able to locate key information and files promptly when required.
11. To organise the approval of timesheets, overtime and expense claims for senior staff.
12. To take a proactive approach to gaining a thorough knowledge and understanding of agency policies, management and governance structures and decision making processes. To keep up to date in respect of policy development in the Health and Social Care Sector.
13. To support the team in policy development including research, formatting policies etc.
14. To travel to various services to assist with specific pieces of work as and when required.
15. To ensure excellent communication systems are in place and services receive support and assistance in a timely and clear way should they contact head office with an issue.

16. To actively coordinate and participate in Board Sub Committee meetings. Including supporting the relevant Director in the preparation of reports, papers and agenda as well as attending meeting as note taker when required. The note taker is responsible for ensuring that action log is up to date and progressed.

Other

17. A willingness to participate in the Out of Hours rota, helping to staff a company wide support line on evenings and weekend. This is planned well in advance and with full consultation.
18. To engage in regular supervision with the identified line manager and to produce verbal and written progress reports relating to areas of responsibility.
19. To carry out all work undertaken in a proactive and enthusiastic manner which reflects the aims and philosophy of Creative Support.
20. To respond positively to all reasonable requests for advice and assistance.
21. To maintain confidentiality at all times in accordance with to Creative Supports Policy and the framework of the Data Protection Act.
22. To maintain up to date professional knowledge and skill through reading, research and ongoing professional training.
23. To observe company policies, procedures and guidelines for good practice.
24. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	Good degree or equivalent	Application	Essential
2.	Secretarial Qualification	Application	Desirable
3.	Strong ability to minute meetings (both verbatim and business meetings)	Application & Interview	Essential
4.	Experience in a PA or secretarial role in the public, private or charitable sector	Application	Essential
5.	Excellent IT skills, including proficiency in the use of virtual meeting software, cloud based systems such as iTrent, Word, Excel, PowerPoint and Outlook, managing virtual meeting through platforms such as Zoom and teams.	Application & Interview	Essential
6.	Written communication skills of a high standard including the ability to draft, proof and edit correspondence and reports using a range of appropriate styles and formats	Application & Interview	Essential
7.	Numeracy and data entry skills	Application & Interview	Essential
8.	Excellent verbal communication. listening and delegation skills with the ability to adapt communication style to suit the audience	Application & Interview	Essential
9.	Excellent organisation, diary management and prioritisation skills, with the ability to anticipate and think ahead to make the necessary arrangements linked to diary appointments	Application & Interview	Essential
10.	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively	Application & Interview	Essential
11.	Exceptionally courteous, friendly and professional telephone manner and e-mail style	Application & Interview	Essential
12.	Fast accurate typing skills including the ability to take dictation	Application & Interview	Essential
13.	Experience of dealing politely and helpfully with a wide range of people internally and externally	Application & Interview	Essential
14.	The ability to take the initiative under pressure and in the absence of detailed information	Application & Interview	Essential
15.	Willingness to travel and work flexibly according to the changing needs of a busy office	Application & Interview	Essential
16.	Ability to remain calm under pressure	Application & Interview	Essential
17.	Ability to handle competing deadlines, multi task and prioritise workload	Application & Interview	Essential
18.	Ability to work independently and often unsupervised	Application & Interview	Essential
19.	Commitment to excellent customer care and to providing an outstanding service user experience	Application & Interview	Essential

TERMS AND CONDITIONS –PERSONAL ASSISTANT

Head Office, Stockport



Salary:	Up to £27,261 per annum depending on experience and qualifications	
	Point One:	£12.75 per hour/£24,862 per annum
	Point Two:	£13.98 per hour/£27,261 per annum
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>		

We are open to look at candidates at two levels of experience and hence there are two salary bands depending on experience including one for a Junior Personal assistant which is £12.75 per hour. This role would work with the Head Office PA team and add to a similar workstream but not necessarily directly to executive team.

Hours of Work:

Full time hours are 37.5 hours per week, Monday to Friday. Hours of work are generally 9am till 5pm to be worked flexibly, dependant upon the requirements of the organisation and the trustees. Some evening and occasional weekend working is required. Part-time applications will be considered subject to a minimum of 3 days/22.5 hours per week.

Holidays:

25 days plus 8 statutory days (pro- rata entitlement if part-time)

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 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:-

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- 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.
- 12 months to 24 months service - Up to a maximum of four weeks at full pay.
- 24 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 months of 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.