



Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

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recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Business Support Administrator

Reference: 71926

Head Office, Stockport

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: 23 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

All employees are subject to enhanced DBS checks.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION – BUSINESS SUPPORT ADMINISTRATOR

Head Office, Stockport

Responsible to: Property Services Manager

Hours: Full time (37.5 hours) - to be worked Monday to Friday between 09:00 – 17:00.

The Role:

The Business Support Administrator will work alongside colleagues within the Business Support team, assisting with a wide variety of administrative tasks to support the busy Property Services department and managers. They will also contribute to departmental project work, as required.

The Business Support Administrator will respond to general queries on behalf of the Property Services department and will help ensure all the information held is up to date so that the team can do their work effectively.

General Duties

- i) To assist with administration tasks for the department including raising quote requests and purchase orders, seeking the best and most suitable contractors, checking specifications and ensuring appropriate authorisation is gained.
- ii) To assist with administration tasks relating to contractors and other suppliers – checking compliance documentation, maintaining records and finding new contractors where necessary.
- iii) To monitor the property admin email account, actioning requests and following up appropriately with all incoming emails and requests.
- iv) To respond to internal and external queries. All written communications to be accurate and to a high standard.
- v) To update the maintenance database system and other systems. To update spreadsheets, logs, staff whereabouts etc.
- vi) To assist with administration tasks associated with recharges for tenant damage and other elective works.
- vii) To assist in organising meetings, including Zoom Meetings. To book rooms, assist with photocopying, storing and saving documents in digital or hard copy.
- viii) To be a departmental contact for distributing invoices for processing, undertaking compliance checks and authorising payments for contractors completed work.
- ix) To work flexibly as part of the team to ensure that the helpdesks have cover from 8am – 5.30pm, and that all annual leave periods are sufficiently resourced.
- x) To support the wider property services department, as required with any administrative support required.

Other Duties

- 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 observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 4. To comply with and to implement the Equal Opportunities Policy of Creative Support.

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5. To maintain confidentiality at all times, in accordance with the agreed policy.
6. To identify own training needs in discussion with line manager and to attend training events and courses as required.
7. Any other duties as required.

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PERSON SPECIFICATION – BUSINESS SUPPORT ADMINISTRATOR
Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential / Desirable?
1	Experience of working in a busy and demanding office environment.	Application Form	Essential
2	Experience of working in a property related environment.	Interview & Interview	Desirable
3	Good general IT skills and a good working knowledge of Office applications (Word, Excel and Access Database).	Application & Exercise	Essential
4	Ability to organise and prioritise a busy workload.	Application & Interview	Essential
5	Excellent communication skills.	Interview & Exercise	Essential
6	Excellent numeracy skills.	Interview & Exercise	Essential
7	Excellent customer service skills working with internal and external customers.	Application & Interview	Essential
8	Ability/experience of working to deadlines and effective time management under pressure.	Application & Interview	Desirable
9	The ability to work flexibly according to the changing needs of a busy team.	Application & Interview	Essential
10	Ability to consult with colleagues and to work as part of a team.	Interview	Essential
11	A hard working, proactive and resourceful approach to work.	Interview	Essential
12	Have an interest in the Health and Social Sector and our person centred values	Application & Interview	Essential

TERMS AND CONDITIONS – BUSINESS SUPPORT ADMINISTRATOR

Head Office, Stockport

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

Hours:

Full time (37.5 hours) or part time hours, to be worked flexibly including evenings, weekends and bank holidays.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 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.

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.

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, employment will be confirmed.

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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 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.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

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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.

WeCare 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 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.

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