

**Creative Support Ltd**

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Administrator**Reference: 87510****Stockton-On-Tees 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: 01 October 2025

Once you have submitted or posted 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

Recruitment Department

All employees are subject to enhanced DBS checks

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION –ADMINISTRATOR

Stockton-On-Tees Office

Hours: 22.5 hrs per week (3 days 9.00am – 5.00 pm)

Responsible to: Personal Assistant

Team: Administration Team

Location: Stockton Office

The Role:

We are looking for a motivated, energetic and caring individual who can provide excellent administrative skills to join our admin team within our Stockton Office.

The ideal candidate will have excellent customer care skills, be well organised and an excellent communicator both verbally and through email. They will be a supportive team player, flexible, responsive and timely in their approach.

General Reception and Administrative Duties

1. To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.
2. To monitor stocks of stationery and office equipment.
3. Maintain smart electronic filing.
4. To meet and greet customers visiting the Stockton office.
5. Produce staff supervision and induction files
6. Adopt a pro-active and positive attitude to change
7. To photocopy forms and ensure sufficient stocks of paperwork.
8. Type correspondence, producing professional documents and reports
9. Data input of training attendance and feedback
10. To prepare training rooms for staff training sessions
11. To collate, check and submit weekly and monthly timesheets and to process associated documentation (i.e. sick notes, maternity certificates etc.).
12. To provide high quality administrative support, including minute meetings, as required providing follow up actions as necessary.

General Duties

1. To accept regular support and supervision from line manager.
2. To carry out work in a manner consistent with the aims of the North East Services and the philosophy of Creative Support.
3. To comply with and implement the Equal Opportunities Policy of Creative Support.
4. To maintain confidentiality at all times, in accordance with the agreed policy.
5. To treat service users and stakeholders with respect and courtesy.
6. To observe written policies, procedures and guidelines for good practice agreed by Creative Support.
7. To provide administrative support to all of our schemes and services in the North East area.
8. To liaise with Head Office to co-ordinate local staff placements on relevant training courses, logging delegate lists and confirming attendance numbers.
9. To offer practical advice to volunteers at the Stockton office
10. Any other duties as required.

PERSON SPECIFICATION – RECEPTIONIST ADMINISTRATOR
Stockton-On-Tees Office

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	At least one year's experience of reception work, or related admin, paid or unpaid, within a busy office environment	Application & Interview	Essential
2.	Excellent 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 written English	Application Form	Essential
5.	Proficient with computer software, particularly MS Office (Word, Outlook, Excel) and Airtable (full training can be provided)	Application & Interview	Essential
6.	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
7.	Excellent customer care skills in all areas	Application & Interview	Essential
8.	Fast accurate typing	Application & Interview	Essential
9.	A warm and friendly approach to colleagues, service users and stakeholders	Application & Interview	Essential
10.	Willingness to work flexible hours when required.	Application & Interview	Essential
11.	Willingness to attend training courses and events	Interview	Essential
12.	Experience of minute taking	Application & Interview	Desirable
13.	Ability to demonstrate a high degree of self-motivation, initiative and commitment	Interview	Essential
14.	Willingness to participate in regular supervision with line manager	Interview	Essential

PERSON SPECIFICATION – RECEPTIONIST ADMINISTRATOR

Stockton-On-Tees Office

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: 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.		

Hours of Work:

Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include public holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days (pro rata) for part-time.

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.

Birthday Holiday Bonus:

After two-year 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.

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 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.

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 number 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.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.

Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

Development Pathway:

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together,

we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan.