

**Creative Support Ltd, Head Office**

Wellington House
131 Wellington Road
Stockport
SK1 3TS

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

Administrator

Reference: 86998

Internal Audits, 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: 05 December 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.

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Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION – ADMINISTRATOR (INTERNAL AUDIT TEAM)

Head Office, Stockport

Hours: 15 hours a week (Monday and Thursday)

Accountable To: Internal Audit Team Leader

Department: Internal Finance Audit Team

The Role:

The Internal Audit team is responsible for the auditing of our services for finance policy compliance, business efficiency and to provide good practice in dealing with Client finances and offer policy guidance.

The team also leads on policy and practice review for Client finances, and the improvement of systems related to safeguarding service user finances, and the security of cash held at services. This includes, but is not limited to, completing proactive financial audits, offering guidance to staff, Client Finance Training, and conducting investigations into specific financial incidents or financial concerns raised. The team based at Head office work closely with the Quality team and other head office depts. The team also currently uses remote auditing to support the auditing of financial records and investigations of low severity remotely, thereby using resources more effectively.

Additionally, the team support our head office functions with some basic monthly auditing and to appropriately manage financial investigations should these be required. These focus around aspects of Head office money management, systems and business efficiency.

Main Responsibilities/Duties

1. Conducting follow up for the Internal Audits Team via phone and email.
2. Logging, following up and reporting on finance incidents.
3. Triaging calls and emails in the Internal Audits inbox,
4. Calendar and diary management for the Internal Audits Team.
5. Maintaining and archiving department records.
6. Updating digital systems (lo code/no code software) including records on Airtable.
7. Minute taking.
8. Routine administrative tasks such as scanning, filing etc.

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9. Working cross-departmentally to log service user holiday proposals and ensure timely upfront payment of additional support costs.

Other:

1. To be aware of and to comply with Health and Safety regulations and procedures.
2. To provide regular verbal and written reports to line manager.
3. To accept regular support and supervision from line manager.
4. To carry out all work in a manner consistent with the aims and principles of Creative Support.
5. To comply with and implement the Equal Opportunities Policy of Creative Support.
6. To maintain confidentiality at all times, in accordance with the agreed policy.
15. To identify own training needs in discussion with line manager and to attend training events and courses as required.
16. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
17. Any other duties as required

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PERSON SPECIFICATION – INTERNAL AUDITS ADMINISTRATOR

Head Office, Stockport

QUALITIES REQUIRED	How Assessed	Essential/ Desirable
A good standard of general education.	Application	Essential
Experience working within an office environment.	Application	Essential
Experience of data input and analysis.	Application & Interview	Desirable
Experience working as an administrator, receptionist, executive assistant, personal assistant, or similar.	Application & Interview	Essential
Experience working with lo-code or no-code software, such as Airtable or CRM based systems.	Application & Interview	Desirable
Experience working with Microsoft Office packages including proficiency with Excel.	Application, Interview & assessment.	Essential
Excellent telephone skills.	Application	Essential
Organised and conscientious	Application & interview	Essential
Excellent customer care skills and the ability to respond to a wide range of enquiries.	Application & Interview	Essential
The ability to organise your own work and to work unsupervised	Application & Interview	Essential
Willingness to consult colleagues and to work as part of a team	Application & Interview	Essential
An excellent standard of written English	Application & Interview	Essential
Good numeracy skills	Application & Interview	Essential
Excellent attention to detail	Application & Interview	Essential
A warm and polite approach to colleagues and service users	Application & Interview	Essential
Willingness to work flexible hours which may occasionally include some evening or weekend work as agreed with the line manager	Application	Essential
Willingness to attend training courses and events	Application	Essential
Ability to demonstrate a high degree of self-motivation and initiative	Application & Interview	Essential
Willingness to participate in regular supervision with line manager	Application	Essential

TERMS AND CONDITIONS– INTERNAL AUDITS ADMINISTRATOR

Head Office, Stockport

Salary:	Up to £14.03 per hour	
	Point One:	£13.06 per hour
	Point Two:	£13.58 per hour
	Point Three:	£14.03 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:

Normal office working hours for this part time role will be agreed with your line manager. Our team operates Monday to Friday during normal business hours with occasional planned evening and weekend work upon the requirements of the business.

Holidays:

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

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:

Contracted 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:

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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.

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.

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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

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
- Carers leave up to 5 days per annum

Hospital Saturday Fund:

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All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

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 from your pay on a regular basis to any registered charities.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

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.

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.

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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.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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

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