

**Creative Support Ltd, Head Office**

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Reception Team Leader**Reference: 85231****Reception/Administration Department, Head Office, Stockport Town Centre**

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: 29 December 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

Recruitment Department

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

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We invest in people Gold



Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION – RECEPTION TEAM LEADER
Reception/Administration Department Head Office

Responsible to: Reception Manager

Team: Reception and Administration Team

Location: Head Office, Stockport town centre

The Role:

Creative Support is an established not-for-profit social care provider with over 30 years experience of supporting vulnerable adults nationally. We work across the country supporting over 8,000 service users and employ 5,000 staff.

We are looking for a motivated, energetic and caring individual who can provide excellent customer care to join our reception team within our vibrant national Head office. The successful post holder will join a friendly reception team to provide an efficient and responsive administration and reception service. The role is based in Stockport town centre, with easy access to both the bus and train station located less than a 10 minute walk away.

You will be the face and voice of Creative Support, providing a welcoming and friendly front of house service to all of our service users, staff members and the public. You will also be working in conjunction with the Reception Manager to supervise the Receptionist team.

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 Duties:

1. To work in conjunction with the Reception Manager to supervise a team of 6 Customer Care Receptionists.
2. To set rotas, paying attention to the needs of the department and taking annual leave into consideration.
3. To represent Head Office and the wider organisation in a friendly and professional manner as a key part of our front of house reception service by greeting and aiding visitors to the office and dealing with any queries or required procedures in a helpful and clear manner.
4. To answer the phone in a professional and efficient manner and liaise these with other staff and managers.
5. To ensure that any enquiries are followed up in a timely and consistent manner with the appropriate individuals/departments.
6. To deal with calls in a sensitive and professional manner, ensuring appropriate recordings are taken if the matters relate to a safeguarding matter or complaint.

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7. When processing an incoming call for which the intended recipient is unavailable, to take accurate and detailed messages and to email or notify the recipient in a timely manner. To take each call with excellent customer care taking ownership of a good service being offered.
8. To compose correspondence under the direction of senior managers. To acknowledge and deal with mail and messages within the office.
9. To keep filing and online network system folders in order. To assist the updating of the national database and other data updates as required.
10. To ensure that telephone and mailing lists are kept up to date and accurate.
11. To prepare monitoring statistics and reports if required.
12. To ensure that you are aware of individual's whereabouts through use of the outlook diary system and other means. This will include liaising with Service Director's PAs on a regular basis.
13. To photocopy documents and ensure sufficient stocks of paper.
14. To work collaboratively with the Reception Manager and other head office teams, and assist them in their role.
15. To assist with administration tasks as appropriate including stationery and post room restocking, receiving and recording parcels and deliveries.
16. To organise and schedule meetings to meet the needs of the office and its departments.
17. Dealing efficiently and effectively with incoming and outgoing mail, ensuring the most cost effective means of postage are used. Recording all registered and special delivery mail. To use the franking machine as appropriate.
18. You may be required to minute meetings and organise follow up actions as required and training can be provided.
19. To perform routine administrative tasks for reception or other departments as needed, this will include scanning documents, filing, photocopying, laminating and binding.
20. To understand the basic system for accepting referrals in Creative Support (new interest) and support a new customer to the right department to manage this new business.
21. Using software to allocate staff ID cards and key fobs (full training provided)
22. Logging incoming DBS certificates

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General 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 philosophy of Creative Support
3. To comply with and implement the Equal Opportunities Policy of Creative Support
4. To comply with data protection and information governance standards
5. To maintain confidentiality at all times, in accordance with the agreed policy
6. To treat all service users and stakeholders with respect and courtesy
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support
8. To provide administrative support to all of departments within Head Office if and when required
9. Any other duties as required

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PERSON SPECIFICATION – RECEPTION TEAM LEADER
Reception and Administration Department, Head 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.	Experience of supervising a team of people	Application & Interview	Essential
3.	Excellent communication skills and the ability to listen sensitively to others	Application & Interview	Essential
4.	Willingness to consult colleagues and to work as part of a team	Interview	Essential
5.	A good standard of written English	Application Form	Essential
6.	Proficient with computer software, particularly MS Office (Word, Outlook, Excel) and Airtable (full training can be provided)	Application & Interview	Essential
7.	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
8.	Excellent customer care skills in all areas	Application & Interview	Essential
9.	Fast accurate typing (minimum of 40wpm)	Application & Interview	Essential
10.	A warm and friendly approach to colleagues, service users and stakeholders	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

TERMS AND CONDITIONS – RECEPTION TEAM LEADER

Reception and Administration Department, Stockport town centre

Salary:	Up to £28,103 per annum depending on experience	
	Point One:	£26,114 per annum
	Point Two:	£27,251 per annum
	Point Three:	£28,103 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>		

Hours of Work:

Full time to be worked flexibly on a shift rota Monday – Friday between the hours of 7:45am and 8pm. The majority of these hours to be worked between the hours of 7:45am and 5pm. Overtime can be worked on the duty desk over weekends and bank holidays.

Holidays:

20 days plus 8 statutory days pro rata per annum.

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.

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.

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.

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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

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

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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 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.

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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 basis 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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