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Office Administrator

Reference: 88240

Bury Services 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: 24 March 2026

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

JOB DESCRIPTION – OFFICE ADMINISTRATOR
Required to work at Bury Services Office

Responsible To: Registered Manager

Hours of Work: Part time 22.5 hours (can be worked flexibly) The role would suit a working parent who would like to work hours around school time or someone who is coming up to retirement and would like a part time position. Car driver preferred but not essential.

Main Purpose:
The main purpose of the post is to provide efficient and responsive administration support for our services in Bury Services. You will be based at our Registered Office in Bury Services for 3 days per week.

Reception and Administrative Duties

1.1 To provide secretarial and administrative support to senior staff. This will include typing reports, setting up files, scanning documents, taking minutes for meetings and payroll.

1.2 To type correspondence and to produce professional documents and reports required for monitoring and other service purposes.

1.3 To produce quarterly newsletters for service users and their families.

1.4 To monitor and process timesheets on a weekly basis. Auditing timesheets to ensure compliance with contract hours. To file away any timesheets in their relevant folders.

1.5 To maintain central annual leave and sickness records for staff.

1.6 To answer the phone in a professional and efficient manner, take accurate messages and answerphone messages and respond to phone calls and queries from clients and family members.

1.7 To liaise with third parties and stakeholders, including Social Services on behalf of management.

1.8 To respond to queries from clients and family members in person and interact with clients when they visit the office.

1.9 To maintain local training records across the services and to ensure that any gaps against mandatory training requirements are escalated to the Registered Manager.

1.10 To order, put away and keep stock of stationery and office equipment.

1.11 To keep the filing system in order both electronically and in paper format and follow our archiving procedure.

1.12 To prepare monitoring statistics and reports as directed by the Service Director/Registered Manager including contract reports.

1.13 To photocopy forms and ensure sufficient stocks of paperwork.

1.14 To book and prepare meeting rooms. Ensure refreshments are available.

1.15 To send and receive emails professionally and efficiently.

1.16 To support the Registered Managers with the covering of shifts across the services.

1.17 To maintain accurate client records using Microsoft Office packages.

1.18 To take responsibility to ensure all relevant information for the on-call is up to date.

1.19 To order and manage petty cash and travel expenses in line with policies.

1.20 To manage the office setting, provide a first line of contact for staff members, professionals, service users, family members and to ensure that all messages are accurately recorded, directed and actioned.

1.21 Signing for parcels and other deliveries to the service.

1.22 Be responsible for the Health and Safety, Infection Control and keeping the office clean, ensuring all elements of these are covered.

1.23 Be responsible for ensuring the office run smoothly ensuring all maintenance tasks are reported in a timely manner and followed up.

General Duties

2.1 To accept regular support and supervision from your line manager.

2.2 To carry out all work in a manner consistent with the aims of the service and the philosophy of Creative Support.

2.3 To comply with and implement the Equal Opportunities Policy of Creative Support.

2.4 To maintain strict confidentiality at all times, in accordance with the agreed policy.

2.5 To treat all service users and stakeholders with respect and courtesy.

2.6 To observe any written policies and guidelines, update these policies in the policy file for good practice agreed by Creative Support.

2.7 Any other duties as required.

PERSON SPECIFICATION – OFFICE ADMINISTRATOR

Required to work at Bury Services Office

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of administration and reception work within a busy office environment	Application & Interview	Essential
2	Warm, approachable manner towards colleagues, service users and other stakeholders	Interview	Essential
3	A positive can-do attitude and be pro-active in your work	Interview	Essential
4	Able to communicate clearly and professionally	Application & Interview	Essential
5	Excellent attention to detail when checking work tasks	Application & Interview	Essential
6	Resilient nature as this is a very busy care environment	Interview	Essential
7	Good communication skills and the ability to listen sensitively to others	Application & Interview	Essential
8	Experience with working alongside colleagues and experience of lone working	Interview	Essential
9	A good standard or verbal and written English	Application form	Essential
10	Experience of computer software, particularly MS Office (Word, Outlook**, including a good working knowledge of Excel and Power-point**	Application & Interview	Essential
11	Ability to organise and prioritise workload and to work unsupervised	Application form	Essential
12	Excellent telephone skills and the ability to take detailed messages and signpost individuals to appropriate member of staff, triaging calls and action taken	Interview	Essential
13	Fast and accurate typing	Interview & Exercise	Essential
14	Ability to take accurate minutes of meetings and produce in a timely manner	Application & Interview	Essential
15	To take accurate notes from team meetings, meetings with other professionals and HR meetings	Application & Interview	Essential
16	Willingness to work flexible hours to meet the needs of the services	Interview	Essential
17	Willingness to attend training course and events	Interview	Essential
18	Have a creative approach in producing quarterly newsletters	Interview	Essential
19	Ability to demonstrate a high degree of self-motivation and commitment	Interview	Essential
20	Willingness to participate in regular supervision with line manager	Interview	Essential
21	A genuine interest in care and support	Application & Interview	Essential
22	A driver preferable to visit services occasionally	Application & Interview	Desirable

PERSON SPECIFICATION – OFFICE ADMINISTRATOR
Required to work at Bury Services 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. New starters under 25 with a degree level qualification will commence on point one of the payscale.*		

1. 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.

2. Bonus:
Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

3. Hours of Work:
Full or Part Time. Full time hours are subjected to 37.5 hours per week. To be worked flexibly. This may include evening, weekend and public holidays according to the needs of the department although hours will primarily be within normal office hours of 9am till 5pm. Part time hours to be agreed subject to a minimum of 15 hours per week.

4. 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.

5. DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

6. Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role

7. Holidays:
20 days plus 8 statutory days pro rata.

8. 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.

9. 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.

10. Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

11. 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.

12. 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

13. 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.

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

15. Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

16. Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

17. We Care Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

18. 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.

19. 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.

20. 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

21. 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.

22. 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.

23. 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.

24. Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

25. 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.