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Property Services Officer
Head Office, Stockport

Reference: 85608

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: 15 April 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



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JOB DESCRIPTION – PROPERTY SERVICES OFFICER

Head Office, Stockport

Accountable To: Repairs Manager/Property Services Team Leader

The Role:

The Property Services Officer will work on the repairs or property management helpdesks within the busy Property Services Team. Assisting the team with logging and progressing property repairs or property management issues reported by phone, email or via the Out of Hours service. The member of staff can also provide administrative support to the wider Property Services Team as and when required.

This opportunity will suit someone with excellent customer service, IT and communication skills. The individual should have experience of working in a fast paced office environment and be able to prioritise workload confidently. The ideal candidate will have a positive, proactive work ethic and contribute to improvements within the team.

Main Duties:

1. To work with the repairs or property management helpdesk team with other maintenance or property management officers to respond to repairs and call outs requested by phone and email in an efficient manner.
2. To work flexibly as part of the team to ensure that the helpdesk has cover from 8am – 5.30pm, and that all annual leave periods are sufficiently resourced.
3. To provide excellent customer service for both internal staff members and tenants reporting repairs and issues, treating all stakeholders with empathy and respect.
4. To use the maintenance database system to log, update and close repairs on the system.
5. To be responsible for processing the weekly in-house repair team paperwork – checking all works are updated appropriately and closed on the database, collating and filing electronically.
6. To assist with administration tasks in raising quote requests and purchase orders, seeking the best and most suitable contractors, checking specifications and ensuring appropriate authorisation is gained.
7. To assist with administration tasks associated with organising recharges for tenant damage.
8. To undertake compliance checks and authorise payments for contractors completed work.
9. To support with administration tasks relating to property services and compliance project work.
10. To support the wider property services team, as required.

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 principles of Creative Support.

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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.
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 – PROPERTY SERVICES OFFICER**Head Office, Stockport**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working in a busy and demanding environment.	Application Form	Essential
2	Graduate or other relevant qualification.	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 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 – PROPERTY SERVICES OFFICER

Head Office, Stockport

Salary:	Up to £13.40 per hour	
	Point One:	£13.10 per hour
	Point Two:	£13.20 per hour
	Point Three:	£13.40 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:

Full time hours are 37.5 per week to be worked flexibly to meet the needs of the service. This will be predominantly between 9am and 5pm but may vary depending on the needs of the department.

Probationary Period:

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

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.

Holidays:

25 days plus 8 statutory days pro rata.

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.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

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 pay for the first three days of **any** sickness absence.

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- 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 six 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:

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.

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

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face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

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