



Creative Support Ltd, Head Office

Wellington House Tel: 0161 236 0829
131 Wellington Road www.creativesupport.co.uk
Stockport, SK1 3TS recruitment@creativesupport.co.uk

**Telecoms Administrator
Head Office, Stockport**

Reference: 84362

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: 27 April 2026

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.

If you would like to discuss the role or if you have any queries please contact:
laura.tebble@creativesupport.co.uk

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department



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JOB DESCRIPTION – TELECOMS ADMINISTRATOR

Head Office, Stockport

Hours: Full time hours (37.5 hours per week) or part-time (minimum 25 hours per week)

Responsible to: Telecoms Manager

Overview of the Role:

You will coordinate the purchasing and management of telecoms for the organisation, including mobile phones, landlines and broadband. This will include placing and managing orders, maintaining accurate records and ensuring that our telecoms estate is managed as efficiently and cost effectively as possible.

In addition, you will provide first-line support for basic IT and connectivity issues. This will include setting up and maintaining networked printers, troubleshooting Wi-Fi and connectivity problems, and liaising with external suppliers or internal teams where required to ensure issues are resolved efficiently.

You will provide excellent customer care to our staff and managers and identify and resolve issues and faults. You will be accountable for your own caseload whilst working flexibly and helpfully as part of a team.

Main Duties:

Purchasing and Management of Telecoms:

- 1.1** Receive and record requisitions for telecoms.
- 1.2** Check requisitions for valid authorisation and identify and block non-compliant applications.
- 1.3** Create purchase orders and obtain authorisation.
- 1.4** Order handsets through the Mobile Manager online portal.
- 1.5** Arrange the installation of broadband and phone connections at new and existing services and track the progress of orders.
- 1.6** Log and report faults on phone lines and broadband connections.
- 1.7** Download bills from the appropriate website, check that bills are coded properly, ensure disconnected lines are no longer being charged and query any erroneous costs with suppliers.
- 1.8** Use the VoIP portal to order, activate and coordinate call traffic.
- 1.9** Detect instances of misuse of equipment or telecom services and escalate to managers.
- 1.10** Maintain and evaluate audio-visual equipment.

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- 1.11 Visit larger sites and offices to review their telecoms needs and plan any required network upgrades.
- 1.12 Help coordinate the transition from copper and ADSL estate to fibre, IP and data alternatives.
- 1.13 Maintain and form new contacts and relationships with suppliers and media outlets.

Record Keeping and Report Writing:

- 1.14 Record when phones have been ordered and when suppliers have sent handsets to the users.
- 1.15 Update phone numbers on our records and databases once the handsets have been received.
- 1.16 Use Mobile Device Manager Software to set up user accounts and manage and edit user access.
- 1.17 Create, compile and export databases containing information relevant to our telecoms estate.
- 1.18 Draw up monthly reports on phone usage and costs, identifying top spenders.
- 1.19 Track usage trends and identify the causes of price fluctuations.
- 1.20 Identify mobiles and lines that appear not be in use so that they can be reallocated or disconnected.
- 1.21 Assist in other administrative duties, including supplier invoice auditing, asset tracking and inventory management.

Customer Service and Problem Solving:

- 1.22 Answer telephone and email enquiries and respond to enquiries from staff at our services.
- 1.23 Contact staff to confirm that they have received their phones and talk them through the process of setting up their phones. Provide technical assistance for all user problems.
- 1.24 Answer queries and problem solve user issues with phones, working out what might be causing a phone not to work; such as a problem with the network, a usage bar, data limit reached, damage, profile error or misuse.
- 1.25 Talk staff through end user checks when their phone lines or broadband are not working.
- 1.26 Log and report faults on phone lines and broadband connections, engaging with the provider to ascertain whether faults originate from the network or end user equipment.

Networking, Printers and Connectivity Support:

- 1.27 Set up, configure and maintain networked printers across the organisation.
- 1.28 Troubleshoot printer connectivity issues, including network and driver-related faults.
- 1.29 Provide support for Wi-Fi and general connectivity issues reported by users

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1.30 Diagnose and resolve basic network problems, escalating more complex issues to internal IT support where required.

1.31 Liaise with third-party providers to report faults and track issues through to resolution.

1.32 Maintain accurate records of faults, resolutions and equipment configurations.

Other Responsibilities:

1.33 Engage in regular supervision and produce verbal and written progress reports relating to areas of responsibility.

1.34 Carry out all work undertaken in a proactive and professional manner that reflects the values and aims of Creative Support.

1.35 Respond positively to all reasonable requests for advice and assistance.

1.36 Maintain confidentiality at all times in accordance with Creative Support's Policies and the framework of the Data Protection Act and GDPR.

1.37 Maintain up to date professional knowledge and competence through reading, research and ongoing professional training.

1.38 Observe company policies, procedures and guidelines for good practice.

1.39 Undertake any other duties as required.

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PERSON SPECIFICATION – TELECOMS ADMINISTRATOR

Head Office, Stockport

	SKILLS, EXPERIENCE & QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Relevant experience gained in a responsible customer-focused administrative role	Application	Essential
2	Previous experience of telecoms or connectivity related work	Application	Desirable
3	A genuine interest in telecoms and business applications	Application & Interview	Essential
4	A degree or relevant qualification	Application	Desirable
5	Accurate data inputting skills and the ability to maintain up to date records	Application & Interview	Desirable
6	Good IT skills (Word and Excel)	Application & Interview	Essential
7	Good standard of written English and numeracy	Application & Interview	Essential
8	A conscientious, diligent and professional approach	Application & Interview	Essential
9	Good time management skills, including the ability to work on a variety of tasks and to prioritise these effectively	Application & Interview	Essential
10	A courteous and helpful approach, professional telephone manner and e-mail style	Application & Interview	Essential
11	Attention to detail and the ability to identify issues	Application & Interview	Essential
12	The ability to use initiative, solve problems and escalate concerns proactively	Application & Interview	Essential
13	The ability to manage own workload with minimal day to day supervision, whilst working in an accountable manner	Application & Interview	Essential
14	Willingness to undertake induction and other training relevant to the role	Application & Interview	Essential
15	An understanding of confidentiality and data protection	Application & Interview	Essential
16	An understanding of Creative Support's core values and a commitment to equal opportunities and equality, diversity and inclusion	Application & Interview	Essential
17	Willingness to work flexibly according to the changing needs of the team and the wider business	Application & Interview	Essential

TERMS AND CONDITIONS – TELECOMS ADMINISTRATOR

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:

The post-holder will work full or part time. Full time hours are 37.5 hours per week, Monday to Friday. Part time hours can be offered, subject to a minimum of 25 hours per week, which can be worked over 4-5 days or within school hours if preferred. To be worked flexibly, dependant upon the requirements of the organisation. This post is not eligible for home working.

Holidays:

25 days plus 8 statutory days or pro-rata if 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.

Birthday Holiday Bonus:

All contracted employees are 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. 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.

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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 pays SSP 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.

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
- 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.

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Payroll Giving:

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

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 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 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.

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