



Creative Support Ltd, Head Office
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Stockport, SK1 3TS recruitment@creativesupport.co.uk

Personal Assistant – Governance & Quality Reference: 84364
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 but we cannot accept a CV in lieu of a completed application.

Closing Date: 27 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

Please note that all candidates are required to complete a DBS check.



JOB DESCRIPTION: PERSONAL ASSISTANT – GOVERNANCE & QUALITY

Based in Stockport, Greater Manchester

Responsible To: Director of Quality and Company Secretary

Hours: Full time or part-time hours available (minimum of 30 hours).

Location: You will be based at our Head Office in Stockport

Overview of the Role:

To provide the Chair, the trustees, Company Secretary and Director of Quality with efficient, responsive and professional administrative and secretarial assistance and any other support as required.

Main Duties – Governance

The post-holder will:

1. Draw up a schedule of Board and Sub-committee meetings in conjunction with the Chair of the Board, Company Secretary and Chairs of the Committees.
2. Liaise with the Chair, trustees, CEO and senior officers to schedule any other meetings as required.
3. Send out meeting invites and virtual log-ins, manage room bookings and arrange refreshments.
4. Agree the agenda for Board Meetings with the Chair and make arrangements for presentations and internal/external speakers.
5. Liaise with the CEO and officers regarding preparation for meetings and any follow up.
6. Maintain a record of attendance and apologies for Board meetings.
7. Take accurate and professional minutes of Board and/or Committee meetings and ensure that minute-takers are identified for any ad-hoc meetings.
8. Collate, upload and send out minutes, reports and other papers in good time for Board and other meetings. Send papers to trustees by post and email if requested.
9. Manage the on-line Board portal and assist with any technical queries.
10. Support the Company Secretary in maintaining all membership and trustee data and other records in good order. Keep an up-to-date register of shareholding members and their contact details.
11. Ensure that trustees report any other offices held and any possible conflicts of interest, complete periodic DBS checks and submit such declarations as are required to comply with due diligence.

12. Assist trustees with travel and hotel arrangements and ensure the prompt payment of expenses.
13. Support the Company Secretary and CEO with organising the Annual General Meeting and any other General Meetings and events that may be required. Ensure that notice of such meetings and the proceedings are carried out in accordance with the constitution.
14. Assist the Chair and Company Secretary in the recruitment of trustees by posting and following up adverts, organising interviews and following up recruitment administration.
15. Support the Company Secretary with the induction of new Board members, particularly with regard to the schedule of meetings, attendance expectations and reporting of conflicts of interest.
16. Act as point of contact for trustees and shareholding members. Respond to any training or information requests from trustees.
17. Arrange trustee visits to Head Office and to services as required.
18. Meet with the Chair on a regular basis to plan ahead and follow up on any matters arising from meetings or other Creative Support business.
19. Draft letters and other correspondence on behalf of the Chair and trustees
20. Support the Company Secretary in undertaking their role and duties.
21. Any other duties reasonably requested by the Chair, CEO and Company Secretary.

Main Duties – Quality

22. Provide PA support for the Director of Quality and administrative support for their quality remit and operational portfolio.
23. Service and support the Quality & Practice Committee. This will involve coordinating the submission of reports and information in accordance with agreed deadlines.
24. Offer general administrative support for the Head of Quality, Head of Social Care Governance and Quality Team as required
25. Collate quality data, compile reports, minute meetings and ensure effective follow up.
26. Take minutes and provide admin support for confidential and sensitive HR and safeguarding cases.
27. Provide PA support and assistance for the Executive Team when required.
28. Communicate and liaise with Head Office Teams and operational managers.
29. Contribute to the planning and implementation of wider corporate campaigns and programmes of work as required.

30. Provide support for co-production initiatives and Experts by Experience and the co-production governance group.

Other Responsibilities

31. Accept regular supervision.

32. Carry out all duties in a manner that reflects the charitable aims and person-centred values of Creative Support.

33. Comply with and to implement the Equal Opportunities Policy.

34. Maintain confidentiality at all times in accordance with Creative Support’s Policies, GDPR and the Data Protection Act.

35. Identify your own training needs and attend appropriate training.

36. Observe all policies, procedures and guidelines for good practice.

37. Any other duties as required.

PERSON SPECIFICATION: PERSONAL ASSISTANT – GOVERNANCE & QUALITY

Based in Stockport, Greater Manchester

	QUALITIES AND SKILLS REQUIRED	How Assessed	Essential/ Desirable
1	A minimum of two years secretarial/administrative experience in a position of responsibility.	Application	Essential
2	Experience of working for a social care, charitable, voluntary sector or other public service organisation.	Application & Interview	Desirable
3	A professional and confidential approach and the ability to manage sensitive matters with tact and discretion	Application & Interview	Essential
4	Ability to be proactive, to organise and prioritise work and achieve deadlines.	Application & Interview	Essential
5	A helpful and responsive manner and a commitment to providing excellent customer service.	Interview	Essential
6	Fast and accurate typing skills.	Application & Interview	Essential
7	Ability to draft clear and accurate minutes of meetings.	Application & Interview	Essential
8	Good communication skills with the ability to liaise effectively and coordinate the work of others.	Application & Interview	Essential
9	A high standard of written English with the ability to compose professional letters and other correspondence and to produce well-presented documents.	Application & Interview	Essential
10	Proficiency in the use of MS Word, Excel and PowerPoint and on-line applications.	Application & Interview	Essential
11	Conscientious and diligent approach to managing data and information and keeping records on behalf of the Company Secretary.	Application & Interview	Essential
12	Ability to develop & maintain excellent working relationships with the Chair, trustees, CEO and senior leaders.	Application & Interview	Essential
13	Willingness to work flexibly in accordance with the needs of the organisation and trustees, including attending some evening meetings and events.	Interview	Essential
14	Commitment to our charitable mission & I Statements, our We Care values and welcoming culture.	Interview	Essential
15	Ability to work positively as part of a team and to assist colleagues with their workload when required.	Interview	Essential
16	An understanding of, and commitment to co-production and to equality, diversity and inclusion.	Interview	Essential

TERMS AND CONDITIONS: PERSONAL ASSISTANT - GOVERNANCE & QUALITY

Based in Stockport, Greater Manchester

Salary:	Up to £33,285 per annum, dependent on the successful applicant's current salary, qualifications and experience.	
	Point One:	£31,785 per annum
	Point Two:	£32,535 per annum
	Point Three:	£33,285 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 hours are 37.5 hours per week, Monday to Friday. Hours of work are generally 9am till 5pm to be worked flexibly, dependent upon the requirements of the organisation and the trustees. Some evening working is required in order to minute or attend evening meetings. Part-time applications will be considered subject to a minimum of 4 days/30 hours per week. This post is not eligible for home or hybrid working.

Holidays:

25 days plus 8 statutory days (pro-rata entitlement if part-time)

Birthday Holiday Bonus:

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.

Probationary Period:

The first four months of employment constitute the Probationary Period. After successful completion of this period your further employment will be confirmed.

Probationary Period 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.

Disclosure Checks:

All appointments will be subject to DBS disclosure 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 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:

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 free and 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 a completely free service, provided by Health Assured, 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. There are a variety of schemes and payments can be made via deductions from your pay.

Annual Rail Ticket:

Discounted annual rail season ticket plans are available to employees following completion of the probationary period.

Payroll Giving:

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

We Care Staff Awards:

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

Weekly Prize Draw

All employees with a permanent contract are entered into a weekly prize draw for £100 of supermarket hopping vouchers.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long Service Award

Awarded in the December following the 10, 15, 20, 25 and 30 year anniversary of your continuous service date with Creative Support.

Retirement Awards:

£100 bonus when you retire from employment with Creative Support. Permanent contracted employees with at least two years continuous service are eligible.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

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.