



Creative Support Ltd

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Personal Assistant to the Exec team

Reference: 88476

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: 30 June 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.

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

Yours Faithfully

A handwritten signature in black ink, appearing to read 'A. White', is written over a light blue horizontal line.

Recruitment Department

All candidates are subjected to an enhanced DBS check.



JOB DESCRIPTION – PERSONAL ASSISTANT TO THE EXEC TEAM

Stockport, Greater Manchester

Responsible To: Director for Quality and the head office-based Exec team

Hours: Full time or part-time hours available (minimum of 30 hours).
Preferential hours 10-6pm. With once a fortnight a planned shift of 12-8pm to support our duty desk system. Explained at interview.

Location: You will be based at our Head Office in Stockport with some national travel.
This is an in-office role.

Overview of Role

To join our experienced PA team and provide the Head office-based Exec members including the CEO with efficient and professional administrative and secretarial assistance and any other support required. To lead on some key tasks within the Exec department including supporting and facilitating the monthly exec level forums and committees and some of the Board of Trustees committee which are held bi-monthly. The role also includes setting up virtual meetings, aiding interview processes, preparing reports for analysis to various committees. This is a team approach with other Head office PA and full training and support is provided.

Creative Support is committed to coproduction and we employ people with lived experience in the quality team and soon in other head office departments. We also work with a range of people we support nationally to be more involved in the organisation as a whole. We promote active feedback and consultation and inclusive events for people we support alongside other key departments. We undertake surveys with key staff teams and client groups which support our quality outcomes if we were to be inspected hence short notice national travel may be required. The successful postholder will be able to lead on and organise these events and activities when required hence excellent networking and organisational skills are essential.

Key Duties

The post-holder will:

1. Work to and plan a schedule of committee meetings in conjunction with the Director for Quality and the Chairs of the relevant Committees. These are often evening meetings planned well in advance so support out of hours will be needed.
2. Ensure necessary meetings are planned and facilitated. Send out meeting invites and virtual log-ins, manage room bookings and arrange refreshments. Assist with travel arrangements and the payment of expenses as required.
3. Agree the agenda with the Chair of committees and make arrangements for presentations and internal/external speakers. Take minutes of the meetings and ensure these are checked and distributed.
4. Liaise with the Director and officers regarding preparation for meetings and any follow up.
5. Take accurate and professional minutes of committees and meetings and ensure that minute-takers are identified for committees and any ad-hoc meetings.
6. Collate, upload and send out minutes, reports and other papers in good time for

committee and other meetings. Send papers to trustees and other attendees by post and email if requested. Upload papers the on-line Board portal and assist with any technical queries.

7. Where national travel is required for committees or events. Assist trustees or people with lived experience with travel and hotel arrangements and ensure the prompt payment of expenses.
8. Take queries on behalf of exec members and be proactive in ensuring follow up is carried out and escalated appropriately.
9. Assist in recruitment of relevant posts by following up adverts, organising interviews and following up recruitment administration.
10. To assist our in head office 'Out of hours and duty desk' service to work one day a fortnight on our duty desk service in head office for the period of 5-8pm so the working hours this day would be 12-8pm. This would be worked alongside an experienced duty manager at all times.
11. Support the CEO when required through the head office-based role
12. Any other duties reasonably requested by the Director for Quality and relevant members of the exec team

Reports and special projects

13. To support with exec reports, analysis and post incident follow up.
14. To accompany the directors on visits when required into services, these may be related to post incident follow up, coproduction initiatives or as part of our pre inspection assurance work.
15. To support events, newsletters and activities that promote high quality support and care
16. To strongly support our people with lived experience (Experts by Experience) within Head office and coproduce assignments where possible. To help ensure experts with experience have a fulfilling work assignment feel accommodated, listened to and well supported.
17. To stay abreast of current good practice and innovate new projects and campaigns to enable a more inclusive approach to the work we do.
18. Support the CEO and Director for HR when required through the head office based role in confidential GDPR and other follow up.

Other Responsibilities

19. Accept regular supervision.
20. To undertake a role in the Out of hours duty rota. This is usually one a month at weekend and

one shift from between 5-8pm in the evening an average of once a month. Full training given and you will work alongside a duty manager.

21. Carry out all duties in a manner that reflects the charitable aims and person-centred values of Creative Support.
22. Comply with and to implement the Equal Opportunities Policy.
23. Maintain confidentiality at all times in accordance with Creative Support's Policies, GDPR and the Data Protection Act.
24. Identify your own training needs and attend appropriate training.
25. Observe all policies, procedures and guidelines for good practice.
26. Any other duties as required.

PERSON SPECIFICATION – PERSONAL ASSISTANT TO THE EXEC TEAM

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 health, social care, voluntary sector or other public service organisation.	Application & Interview	Essential
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 produce accurate and clearly drafted minutes of Meetings and reports.	Application & Interview	Essential
8	Experience of busy office based environment		
9	Good communication skills with the ability to liaise effectively and coordinate the work of others.	Application & Interview	Essential
10	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
11	Proficiency in the use of MS Word, Excel and Powerpoint, virtual meeting space such as Zoom and Teams and on-line applications.	Application & Interview	Essential
12	Conscientious and diligent approach to managing data and information and keeping records on behalf of the Company Secretary.	Application & Interview	Essential
13	Ability to develop & maintain excellent relationships with people with lived experience and people we support across Creative Support	Application & Interview	Essential
14	Ability to develop & maintain excellent working relationships with the Chair, trustees, CEO and senior leaders.	Application & Interview	Essential
15	Willingness to work flexibly in accordance with the needs of the organisation and trustees, including attending some evening and very occasional weekend meetings and events.	Interview	Essential
16	Degree level qualification or equivalent ., preferably in relevant feild to the role.	Application	Essential
17	Willingness to work flexibly to undertake national travel – this is planned well in advance.	Interview	Essential
18	Willingness to work flexibly to undertake evening meetings, this can be accommodated into a conducive working pattern. And when required national travel.	Interview	Essential
19	Commitment to our charitable aims/values and to equality and diversity.	Interview	Essential

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TERMS AND CONDITIONS – PERSONAL ASSISTANT TO THE EXEC TEAM

Head Office, Stockport, Greater Manchester

Salary:	£28,138.50 per annum (£14.43 per hour) based on 37.5 hours per week
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. Preferable hours for the role are 10-6pm to be worked flexibly, dependent upon the requirements of the organisation and the exec. Some evening and occasional weekend working is required.

Furthermore, you will be part of a duty rota to work a minimum of one weekend shift per month for 6 hours either 7.45-2pm or 1.45-8pm this is on a rota basis and planned well in advance) Part-time applications will be considered subject to a minimum of 4 days/ 30 hours per week.

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 your end of probationary review paperwork.

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:-

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- Creative Support do pay Statutory Sick 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 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 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.

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 Car:

A lease car may be made available to the post-holder within current allowances. Alternatively a monthly taxable car allowance may be claimed. Mileage for business use is re-imbursed according to our current expense claim policy