

**Creative Support Ltd, Head Office**

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## Receptionist Administrator (Maternity Cover)

**Reference: 93614**

**Stockton-On-Tees 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: 21 July 2026

Once you have submitted your application form allow *14 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto: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 candidates are subjected to enhanced DBS checks**

**INVESTORS IN PEOPLE®**  
We invest in people Gold



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**JOB DESCRIPTION – RECEPTIONIST ADMINISTRATOR (MATERNITY COVER)**  
**Stockton-On-Tees Office**

**Hours:** Part-time hours (22.5 hours per week)

**Responsible to:** Personal Assistant

**The Role:**

We are looking for a motivated, energetic and caring individual with excellent communication skills to join our reception team within our Stockton Office.

The ideal candidate will have excellent customer service skills, be well organised and an excellent communicator both verbally and through email. They will be a supportive team player, flexible, responsive and timely in their approach.

**Please note that this is a temporary role to cover for a staff member on maternity leave. The contract is expected to run for approximately one year.**

**General Reception and Administrative Duties**

1. To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers.
2. To monitor stocks of stationary and office equipment.
3. Maintain smart electronic filing.
4. To meet and greet customers visiting the Stockton office.
5. Produce staff supervision and induction files
6. Adopt a pro-active and positive attitude to change
7. To photocopy forms and ensure sufficient stocks of paperwork.
8. Support Recruitment and Training Co-ordinator with recruitment
9. Type correspondence, producing professional documents and reports
10. Data input of training attendance and feedback
11. To prepare training rooms for staff training sessions
12. To provide high quality secretarial and administrative duties to senior staff, minute meetings as required providing follow up actions as necessary.

**General Duties**

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1. To accept regular support and supervision from line manager.
2. To carry out work in a manner consistent with the aims of the North East Services and the philosophy of Creative Support.
3. To comply with and implement the Equal Opportunities Policy of Creative Support.
4. To maintain confidentiality at all times, in accordance with the agreed policy.
5. To treat service users and stakeholders with respect and courtesy.
6. To observe written policies, procedures and guidelines for good practice agreed by Creative Support.
7. To provide administrative support to all of our schemes and services in the North East area.
8. To liaise with Head Office to co-ordinate local staff placements on relevant training courses, logging delegate lists and confirming attendance numbers.
9. To offer practical advice to volunteers at the Stockton office
10. Any other duties as required.

**PERSON SPECIFICATION – RECEPTIONIST ADMINISTRATOR**  
**Stockton-On-Tees Office**

|     | <b>QUALITIES REQUIRED</b>                                                                                                     | <b>How Assessed</b>     | <b>Essential or Desirable?</b> |
|-----|-------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------|
| 1.  | At least one year's experience of reception work, or related admin, paid or unpaid, within a busy office environment          | Application & Interview | Essential                      |
| 2.  | Excellent communication skills and the ability to listen sensitively to others                                                | Application & Interview | Essential                      |
| 3.  | Willingness to consult colleagues and to work as part of a team                                                               | Interview               | Essential                      |
| 4.  | A good standard of written English                                                                                            | Application Form        | Essential                      |
| 5.  | Proficient with computer software, particularly MS Office (Word, Outlook, Excel) and Airtable (full training can be provided) | Application & Interview | Essential                      |
| 6.  | Organisational and task prioritisation skills, with the ability to work unsupervised.                                         | Application & Interview | Essential                      |
| 7.  | Excellent customer care skills                                                                                                | Application & Interview | Essential                      |
| 8.  | The ability to type quickly and accurately.                                                                                   | Application & Interview | Essential                      |
| 9.  | A warm and friendly approach to colleagues, service users and stakeholders                                                    | Application & Interview | Essential                      |
| 10. | Willingness to work flexible hours when required.                                                                             | Application & Interview | Essential                      |
| 11. | Willingness to attend training courses and events                                                                             | Interview               | Essential                      |
| 12. | Experience with minute taking                                                                                                 | Application & Interview | Desirable                      |
| 13. | Ability to demonstrate self-motivation, initiative and commitment                                                             | Interview               | Essential                      |
| 14. | Willingness to participate in regular supervision with line manager                                                           | Interview               | Essential                      |

## TERMS AND CONDITIONS – RECEPTIONIST ADMINISTRATOR (MATERNITY COVER)

### Stockton-On-Tees Office

|                                                                                                                                                                                                                                                                                                                                                                                                |                                   |                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------|
| <b>Salary:</b>                                                                                                                                                                                                                                                                                                                                                                                 | <b>Up to £26,130.00 per annum</b> |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                | <b>Point One:</b>                 | £25,545.00 per annum  |
|                                                                                                                                                                                                                                                                                                                                                                                                | <b>Point Two:</b>                 | £25,740.00 per annum  |
|                                                                                                                                                                                                                                                                                                                                                                                                | <b>Point Three:</b>               | £26,130.00 per annum. |
| <b>Please Note:</b> <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> |                                   |                       |

### 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.

### Holidays:

20 days plus 8 statutory days pro rata

- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

### 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.

### Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

### Disclosure Checks:

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

### Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are enrolled onto Level 2/3 Health and Social Care Diplomas. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

### 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.

#### **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 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.

#### **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 working 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.
- 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.

#### **Free Life Assurance:**

All staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a valuable death in service benefit of two times basic 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 above the statutory minimum
- Enhanced maternity leave above the statutory minimum
- Paid compassionate leave of up to 3 days
- Paid carer's leave up to 5 days per annum

#### **Employee Assistance Service:**

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is

completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

**Hospital Saturday Fund:**

Membership of the Hospital Saturday Fund is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

**Payroll Giving:**

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

**Achieve Q Staff Awards:**

We recognise our 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:**

A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

**Welcome Back Grant:**

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

**Uniform:**

If applicable for your service you will be provided with a free uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Travel Expenses:**

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

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