

**Creative Support Ltd, Head Office**

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Service Administration Officer

Reference: 93682

Witham, Essex

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: 7th August 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 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



Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION – SERVICE ADMINISTRATION OFFICER

Witham, Essex

Hours: Part-time (15 hours per week – 5 hours a day on Mondays, Wednesdays and Fridays).

Responsible to: Registered/Service Manager and other senior colleagues

The Role

As a Service Administration Officer, you will work as part of a senior team, assisting the Registered Manager to ensure that the service is of the highest quality, meeting all CQC standards and contract requirements. You will have a wide range of duties and will need to demonstrate flexibility and be responsive in your approach, as your work priorities may change at short notice due to the size and complexity of our service. You will work collaboratively with the team to promote a person-centred and inclusive atmosphere.

1. Reception and Administrative Duties

- 1.1 To answer the phone in a professional and efficient manner, take accurate messages and liaise with other staff and managers
- 1.2 To support the senior team with the prompt submission of staff timesheets each week.
- 1.3 To place orders of stationary and office equipment as required.
- 1.4 To oversee the management of monies held on behalf of supported people and the organisation and ensure that robust security and auditing processes are in place
- 1.5 To maintain smart electronic filing, matrices and data inputting such as logging incidents, accidents and out of hours queries as well as monitoring timesheet submissions.
- 1.6 To meet and greet professionals and family members visiting the office.
- 1.7 To maintain the safety and security of the office.
- 1.8 To produce and maintain staff Personnel, Supervision, Training and Induction files in line with Creative Support requirements and standards.
- 1.9 To update and maintain service user files, ensuring they are high quality and in line with CQC guidelines.
- 1.10 To engage with third parties, e.g. social workers, GP, pharmacists, on behalf of the service users.
- 1.11 To regularly monitor the Health and Safety file, as well as ensure the satisfactory completion of frequent health and safety checks.
- 1.12 To support the Registered Manager in the recruitment process, including interviewing candidates and scanning pre-employment documentation to head office.
- 1.13 To type correspondence, producing professional documents and reports and post them out to the recipient when needed
- 1.14 To produce accurate and detailed minutes of meetings and record follow-up actions as required.
- 1.15 To book staff training and maintain records of training attendance.

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- 1.16 To support the team in keeping a clean and tidy office and to help maintain office equipment.
- 1.17 To liaise with and provide information to other Creative Support departments and offices as required.
- 1.18 To report repairs and maintenance jobs and maintain a log reflecting this as well as liaise with onsite contractors.
- 1.19 To support the Management Team with archiving old documentation.

2. General Duties

- 2.1 To accept regular support and supervision from the Registered Manager.
- 2.2 To carry out work in a manner consistent with the aims and the philosophy of Creative Support.
- 2.3 To comply with and implement the Equal Opportunities Policy of Creative Support.
- 2.4 To maintain confidentiality at all times, in accordance with the agreed policy.
- 2.5 To treat service users and stakeholders with respect and courtesy.
- 2.6 To observe written policies, procedures and guidelines for good practice agreed by Creative Support.
- 2.7 To provide administrative support as directed by Management and Senior Management.
- 2.8 To be prepared to work across other areas with notice from the Management Team.
- 2.9 Any other duties as required.

PERSON SPECIFICATION – SERVICE ADMINISTRATION OFFICER

Witham, Essex

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	One year of experience working in an administrative-related role (paid or unpaid), within a busy office environment	Application Form	Essential
2	Good communication skills and the ability to listen actively to others	Application & Interview	Essential
3	Willingness to consult colleagues and to work as part of a team	Interview	Essential
4	Excellent verbal and written communication to deliver professional correspondence	Interview	Essential
5	The ability to work under pressure and towards deadlines	Interview	Essential
6	Familiarity with computer software – particularly Microsoft Office (Excel, Word, Outlook etc)	Interview	Essential
7	Ability to organise and prioritise workload independently, using one's initiative to problem-solve	Application & Interview	Essential
8	Excellent telephone skills and the ability to take detailed messages, and signpost individuals to appropriate individuals/departments.	Interview	Essential
9	Accurate typing and minute-taking	Interview	Desirable
10	Previous experience working in social care	Application & Interview	Essential
11	Experience working with service users who have learning disabilities	Application & Interview	Essential
12	A warm, empathetic approach to colleagues and service users		
13	Willingness to work flexible hours	Interview	Essential
14	Willingness to attend training courses and events	Interview	Essential
15	Ability to demonstrate a high degree of self-motivation and commitment	Interview	Essential
16	Understand and observe strict confidentiality at all times	Interview	Essential

TERMS AND CONDITIONS – SERVICE ADMINISTRATION OFFICER

Witham, Essex

Salary:	£14.00 per hour
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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.</i>

Hours of Work:

Part time hours (15 hours per week). To be worked on Mondays, Wednesdays and Fridays (5 hours per shift). These days are subject to change depending on the needs of the service, so flexibility is required.

Disclosure Check:

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

Holidays:

25 days plus 8 statutory days pro rata.

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.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

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.

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 16 hours per week.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, 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

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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 statutory sick pay for the first three working days of any sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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 its life assurance scheme at any time on reasonable notice to you

On-Call Rota:

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

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 Awards:

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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.

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.

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