

**Creative Support Ltd, Head Office**

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Service Administration Officer

Tower Hamlets/Wandsworth, London

Reference: 84438

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: 24 July 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.

This role will suit someone with loads of gumption and enthusiasm who relishes a new challenge each day. Please feel free to contact We welcome the opportunity to have a chat about the role so please contact Deepika Thapa, Area Manager on 07580707215 or email deepika.thapa@creativesupport.co.uk.

Yours faithfully,

Recruitment Department

INVESTORS IN PEOPLE®
We invest in people Gold



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CREATIVE SUPPORT - JOB DESCRIPTION

Tower Hamlets/Wandsworth, London

Hours: Full time hours (37.5 hours per week) to be worked flexibly according to the needs of the service. It is expected that you will have close and regular contact with clients and will work occasional early shifts, evening shifts and on weekends.

Responsibilities:

Creative Support supports vulnerable adults in 9 Boroughs across London and Essex in a variety of different care settings. The services are overseen by the Service Director and a number of Senior Operations Managers with whom you will be working closely to ensure excellent service standards and manage staff performance.

We are looking for a highly motivated and proactive individual to join our expanding London team, providing administrative and operational support to our six services in Tower Hamlets. The successful candidate will be based in as needed in our Tower Hamlets services and will occasionally travel to other parts of London to support our services as needed. Duties will include (but are not limited to):

- Maintaining the client files in line with CQC standards including creating and updating staff files and documentation.
- Assisting Registered Managers with additional administration support during and prior to CQC and Local Authority inspections.
- Completing minutes at a variety of different meetings (including HR investigations and disciplinary hearings).
- Providing support to managers to complete internal audits and spot checks when required.
- Assisting in setting up local training facilities.
- Getting involved in client activities when required.

Service Administration Duties:

- 1.1 To provide secretarial and general administrative support for staff and Project Managers.
- 1.2 To maintain up-to-date paper and electronic filing and information systems for various data (for example – team and tenant meeting minutes, staff supervision dates, appraisal dates etc). To ensure that all personal data relating to staff and service users is maintained confidentially.
- 1.3 To ensure tasks are completed by reminding Project Managers and staff of outstanding tasks, ensuring deadlines are met and reporting weekly progress to the Service Director and Service Manager.
- 1.4 To assist Senior Management in conducting site inspections to ensure all services are following CQC standards. To prepare action plans to address areas of improvement following site inspections and assist in implementing these actions when required.
- 1.5 To arrange meetings, prepare agendas, and to take and distribute minutes to all attendees.
- 1.6 To audit confidential and comprehensive client files in line with CQC expectations.

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- 1.7 To provide weekly schedules for an electronic monitoring system and to input data to create reports on Excel in various realms outlined by the Service Director and Service Manager.
- 1.8 To assist the Training and Activities Officer with organising staff, family and service user consultation events and social events, when required.
- 1.9 To liaise with Head Office in relation to purchasing requests, Personnel and HR queries, IT requirements, housing voids, finance and wages issues and other matters.
- 1.10 To order stationery and office supplies, as required, and ensure that the Tower Hamlets offices is fully functioning and well maintained at all times.
- 1.11 To operate petty cash and financial systems and ensure the safe storage of the office keys.
- 1.12 To compile information for the payment of staff wages and expenses for timesheets. To liaise with Payroll in connection with payroll queries. To collect and process timesheets.
- 1.13 To support service users and staff in accessing and using computer software, the photocopier, and other office equipment, and in producing letters and documents.
- 1.14 To provide a friendly and efficient message taking service. To communicate messages to the relevant parties and ensure that they are followed up promptly.
- 1.15 To greet and welcome visitors, and organise meeting rooms and refreshments.

Personnel Administration Duties:

- 2.1 To organise interviews and to assist managers with interviewing and selecting staff. To support service users who take part in recruitment and selection of staff.
- 2.2 To assist in conducting criminal record (DBS) checks for new employees and renewals for current employees.
- 2.3 To maintain confidential staff personnel files, ensuring that they are up to date and comprehensive in line with CQC standards.
- 2.4 To maintain and disseminate a relief staff database with current contact information.
- 2.5 To coordinate additional inductions and training sessions at various London offices as necessary.
- 2.6 To maintain records of manager supervision and appraisals.
- 2.7 To liaise with the Personnel department at Head Office in relation to personnel matters.

General Duties:

- 3.1 To accept regular support and supervision from line manager.
- 3.2 To carry out all work in a manner that is consistent with the aims and principles of Creative Support.

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- 3.3 To maintain complete confidentiality at all times, in accordance with the agreed policy.
- 3.4 To treat all service users and stakeholders with respect and courtesy.
- 3.5 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 3.6 To establish and maintain effective working relationships with co-workers, supervisors and service users.
- 3.7 To pursue personal development of skills and knowledge.
- 3.8 To comply with and to implement the Equal Opportunities Policy of Creative Support.
- 3.9 Any other duties as required.

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CREATIVE SUPPORT - PERSON SPECIFICATION

Tower Hamlets/Wandsworth, London

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Experience of working in an administrative related function	Application & Interview	Desirable
2	Experience of paper and computerised information and record keeping systems	Application & Interview	Essential
3	Educated to graduate level or equivalent	Application & Interview	Desirable
4	Good IT skills with knowledge of Microsoft Office, accurate keyboard and word processing skills, reasonable typing speed.	Application & Interview	Essential
5	Written communication skills to produce correspondence of a professional standard	Application & Interview	Essential
6	Active listening and verbal communication skills for effective interaction with members of the public, managers and staff at all levels	Application & Interview	Essential
7	Good standard of English both verbally and written in addition to excellent interpersonal skills	Application & Interview	Essential
8	Ability to work with minimum supervision/plan and prioritise own workload	Application Form, Interview and Exercise	Essential
9	The ability to work under pressure and to specific deadlines	Application & Interview	Essential
10	Understand and observe strict confidentiality at all times	Application & Interview	Essential
11	Ability to use initiative and problem solve	Application & Interview	Essential
12	Ability to organise and prioritise the work of an office or department day to day	Application Form, Interview and Exercise	Essential
13	Ability to take accurate notes/minutes of sensitive meetings	Application & Interview	Essential
14	Commitment to excellent customer care	Application & Interview	Essential
15	Tact and diplomacy in all interpersonal relationships with customers and work colleagues	Application & Interview	Essential
16	The ability to work in a professional and confidential manner	Application & Interview	Essential
17	Willingness to consult colleagues and to work as part of a team	Application & Interview	Essential
18	Self-motivation and personal drive to complete tasks to required time scales and quality standards	Application & Interview	Essential
19	The flexibility to adapt to changing workload demands and new organisational challenges	Application & Interview	Essential
20	Willingness to work flexible hours according to needs of the service/department	Application & Interview	Essential
21	Willingness to abide by the Creative Support's no smoking policy	Application & Interview	Essential

CREATIVE SUPPORT – TERMS AND CONDITIONS

Tower Hamlets/Wandsworth, London

Salary:	£14.80 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.</i>	

1. 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.

2. Bonus:

Employees will be awarded a one-off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

3. Hours of Work:

Full time hours are 37.5 hours per week. To be worked flexibly. This may include evening, weekend and public holidays according to the needs of the department.

4. 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.

5. DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

6. Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role

7. Holidays:

20 days plus 8 statutory days pro rata.

8. 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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9. 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 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.

10. Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

11. 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.

12. 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

13. 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.

14. Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

15. Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

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16. Payroll Giving:

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

17. We Care Staff Awards:

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

18. 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.

19. 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.

20. 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

21. Welcome Back Grant:

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

22. Uniform:

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

23. 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.

24. Travel Expenses:

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

25. 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 basis 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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