



Creative Support Ltd.
Wellington House,
131 Wellington Road South Stockport, SK1 3TS
0161 236 0829 enquiries@creativesupport.co.uk

**Business Support Administrator
(Policies & Communications)
Head Office, Stockport Town Centre**

Reference: 90610

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: 02 September 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 employees are subject to enhanced DBS checks

Yours faithfully,

Recruitment Department

JOB DESCRIPTION – BUSINESS SUPPORT ADMINISTRATOR (POLICIES & COMMUNICATIONS)

Head Office, Stockport Town Centre

Accountable to: Head of Marketing & Communications

Contract: Permanent

The Role:

The Business Support Administrator will work as part of the Marketing & Communications team, providing a wide range of administrative support to the busy Property Services department and managers.

You will contribute to departmental projects as required and act as a first point of contact for general enquiries and helping to ensure that records and systems are accurate and up to date so that the team can do their work effectively.

This role would suit an individual with excellent customer service, IT, and communication skills, who thrives in a fast-paced office environment. You will be confident in prioritising your workload, quick to learn new systems and processes, and committed to continuous improvement. A positive, proactive attitude and strong work ethic are essential.

Main Responsibilities/Duties:

- Working within the Marketing & Communications Team to deliver excellent customer service for internal as well as external customers, including responding professionally to all requests.
- Co-ordinating the administration of our internal awards, such as our We Care Awards for employees and our internal grants programmes.
- Taking ownership of requests for policies that may be required from the team and linking in with necessary colleagues.
- Providing administrative support through ensuring that any policies due for renewal are flagged and shared with the responsible lead.
- Ensuring requests are triaged and flagged appropriately.
- Providing timely and professional responses to any requests for information.
- Proofing any written communications from colleagues.
- Working collaboratively with the Senior Management Team as well as any other Departments.
- Developing presentations to support any wider Business functions.

- Provide administrative support to all Communication, Multimedia & Marketing including handling petty cash, completing cash requisitions, arranging meetings and taking notes.

General Duties:

- Ensure effective communication with the Line Manager.
- Accept regular support and supervision from the Line Manager.
- Carry out all work in a manner that is consistent with the aims and principles of Creative Support.
- To comply with as well as implement the Equal Opportunities Policy of Creative Support.
- Maintain confidentiality at all times in line with organisational policy.
- Identify and engage in training and development opportunities.
- Observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- Undertake travel across England as required and work flexibly to meet deadlines.
- Undertake any other duties as required.

**PERSON SPECIFICATION –
BUSINESS SUPPORT ADMINISTRATOR (POLICIES & COMMUNICATIONS)**
Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Relevant experience and/or transferable skills.	Application & Interview	Essential
2	Professional experience within a Business Support or Administrative role.	Application & Interview	Desirable
3	Excellent customer service skills working with internal as well as external customers.	Application & Interview	Essential
4	Excellent interpersonal skills	Interview	Essential
5	Ability to as well as experience of working to deadlines and effective time management skills under pressure.	Application & Interview	Essential
6	Good IT skills and a good working knowledge of Microsoft Office.	Application & Interview	Essential
7	Excellent customer service skills working with internal as well as external customers.	Application & Interview	Essential
8	Excellent written and verbal communication skills.	Interview	Essential
9	Ability to use initiative to creatively problem solve.	Interview	Essential
10	The ability to work flexibly according to the changing needs of a busy team.	Application & Interview	Essential
11	Keen analytical mind, with the ability to review and summarise information quickly and concisely.	Application	Essential
12	Excellent attention to detail and ability to proof.	Interview	Essential
13	Willingness to travel and work flexible hours.	Interview	Essential
14	Genuine interest in health and social care, our person centred values and the quality service of provision.	Interview	Essential
15	Commitment to treating all people we support and families in a positive, respectful manner.	Interview	Essential

**TERMS AND CONDITIONS –
BUSINESS SUPPORT ADMINISTRATOR (POLICIES & COMMUNICATIONS)**

Head Office, Stockport Town Centre

Pay Structure:

Salary:	Up to £13.40 per hour	
	Point 1:	£13.10 per hour
	Point 2:	£13.20 per hour
	Point 3:	£13.40 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. 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 consist of 37.5 hours per week, Part Time hours consist of a minimum of 22.5 hours per week – The working pattern will be agreed with the successful candidate.

DBS Checks:

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

Holidays:

25 days per annum plus eight statutory days pro-rata.

Probationary Period:

The first four months will constitute a probationary period. On successful completion, 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 £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.

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 the criteria below:

- Creative Support do pay Statutory Sickness Pay for the first three 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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

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

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

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

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at theme parks, shops, restaurants and various on-line stores.

Christmas and New Year Bank Holidays

An enhancement at double time is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

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.

Care Certificate:

All employees will be required to undertake and complete the Care Certificate.

Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) of paid 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.

Disclosure Checks:

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

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.

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.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone and laptop 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.

Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.
