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Office & Compliance Coordinator

Reference: 90612

Hall Lane, Leeds Service, Cookridge

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: 06 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

INVESTORS IN PEOPLE®
We invest in people Gold



Authorised by:		Date Authorised:		Page Number:	1

JOB DESCRIPTION – OFFICE & COMPLIANCE COORDINATOR

Hall Lane, Leeds Service, Cookridge

Responsible to: Registered Manager/ Senior Operations Manager

The Role:

Our service is located in the beautiful rural area of Cookridge, just a few miles from Horsforth, and is easily accessible by car and bus routes from Leeds centre as well as Horsforth train station. Hall Lane is a busy Supported Living service for adults with complex needs. The service is based across 4 houses on one site and each house is supported by a team of support workers and the management team. The service is dynamic, fast paced and as such, we are looking for a pro-active office & compliance co-ordinator to support with a wide range of tasks at the service. The successful candidate will provide an efficient and responsive administration but also support with compliance and other tasks including but not limited to:

- Leading on recruitment tasks- including arranging and conducting interviews alongside senior staff at the service
- Answering the phone and independently dealing with matters arising from calls
- Managing record such as incidents, safeguarding reports, complaints and compliments
- Reordering of office supplies and equipment
- Taking minutes of meetings both internal and external
- Ensuring documentation in the office is in date and replaced when updated
- Timesheet and payroll administration
- Managing systems for office compliance in line with Creative Support policy, local authority requirements and CQC standards
- On-call duties- (as required)
- Ability to undertake service audits and follow up on actions arising
- Working on and maintaining a quality improvement plan for the service

Our work requires regular liaison with people we support, employees of the organisation, senior management, stakeholders and the general public in a professional manner delivering the highest standards of customer service. A high standard of professionalism and customer care is required at all times.

This role is full time. The post-holder will be well organised, an excellent communicator, with excellent IT and data management skills.

General Administrative Duties:

1. To represent local services in a friendly and professional manner by dealing with any queries or required procedures in a helpful and clear manner.
2. To support with completing of service audits and quality improvement tasks as required.
3. To support the Registered Service manager and Team leaders with rota management, shift cover and follow up.
4. To answer the phone in a professional and efficient manner and liaise these with other staff and managers.

Authorised by:		Date Authorised:		Page Number:	2

5. To ensure that any enquiries are followed up in a timely and consistent manner with the appropriate individuals/departments.
6. To deal with calls in a sensitive and professional manner, ensuring appropriate recordings are taken if the matters relate to a safeguarding matter or complaint.
7. If when processing an incoming call for which the intended recipient is unavailable, to take accurate and detailed messages and to email or notify the recipient in a timely manner.
8. To compose correspondence under the direction of senior managers. To acknowledge and deal with mail and messages within the office.
9. To keep filing and online network system folders in order.
10. To support with management of incidents and records at the service, keeping them organised and ensuring all follow up actions are completed by the relevant manager.
11. To ensure that telephone and mailing lists are kept up to date and accurate.
12. To prepare monitoring statistics and reports if required as directed by the Registered Manager / Senior Managers.
13. To photocopy documents and ensure sufficient stocks of paperwork.
14. To work collaboratively with the management team and assist them in their role.
15. To carry out general administration duties including word processing, audio typing, spreadsheets, filing, Email etc.
16. To organise and schedule meetings to meet the needs of the service. Dealing efficiently and effectively with incoming and outgoing mail, ensuring the most cost effective means of postage are used. Recording all registered and special delivery mail.
17. To set up Zoom and Teams meetings both internally and externally ensuring reports and key documents are available for meetings.
18. Assist with diary management and organising daily/weekly appointments and schedules.
19. You may be required to minute meetings and organise follow up actions as required.
20. To work collaboratively with Head Office departments (e.g., Purchasing Department, Payroll, Personnel, Housing Management Team etc).
21. To perform routine administrative tasks as needed, this will include scanning documents, filing, photocopying, Emailing and binding.
22. To support with completion of audits across each house in the service.

General Duties:

1. To accept regular support and supervision from line manager
2. To carry out all work in a manner consistent with the aims and philosophy of Creative Support

Authorised by:		Date Authorised:		Page Number:	3

3. To comply with and implement the Equal Opportunities Policy of Creative Support
4. To comply with data protection and information governance standards
5. To maintain confidentiality at all times, in accordance with the agreed policy
6. To treat all people we support and stakeholders with respect and courtesy
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support
8. Any other duties as required

Authorised by:		Date Authorised:		Page Number:	4

PERSON SPECIFICATION – OFFICE COORDINATOR

Hall Lane, Leeds Service, Cookridge

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	At least one year's office administration work, 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.	Experience of working in a health and social care environment or similar setting	Application & Interview	Desirable
4.	Willingness to consult colleagues and to work as part of a team	Interview	Essential
5.	A good standard of written and verbal English	Application Form	Essential
6.	Proficient with computer software, particularly MS Office (word, outlook, excel)	Application & Interview	Essential
7.	Ability to organise and prioritise workload and to work unsupervised	Application & Interview	Essential
8.	Excellent customer care skills in all areas	Application & Interview	Essential
9.	Fast and accurate typing	Application & Interview	Essential
10.	A warm and friendly approach to people we support, colleagues and stakeholders	Application & Interview	Essential
11.	Willingness to work flexible hours when required and take part in the on-call rota	Application & Interview	Essential
12.	Willingness to attend training courses and events	Interview	Essential
13.	Experience of minute taking	Application & Interview	Desirable
14.	Ability to demonstrate a high degree of self motivation, initiative and commitment	Interview	Essential
15.	Willingness to participate in regular supervision with line manager	Interview	Essential
16.	Experience of completing audits	Application & Interview	Desirable

TERMS AND CONDITIONS – OFFICE COORDINATOR

Hall Lane, Leeds Service, Cookridge

Salary:	Up to £13.60 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 (37.5 hours per week) or Part Time hours, to be agreed, to be worked flexibly. School hours available.

Holidays:

20 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.

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.

Disclosure Checks:

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

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 £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.

Authorised by:		Date Authorised:		Page Number:	6

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 **do 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 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.

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 month employment. This scheme provides a death in service benefit of 2x 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.

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 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 and optical care, and physiotherapy.

Annual Rail Ticket:

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

Payroll Giving:

Administered by Charities Trust, this is a tax efficient way of donating on a regular basis to any registered charity.

Authorised by:		Date Authorised:		Page Number:	7

Achieve Q Staff Awards:

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

Your Rewards:

Employee benefits and discount vouchers are 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 if there have been 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 provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role, 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 an 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.

Authorised by:		Date Authorised:		Page Number:	8