Creative Support Ltd
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Payroll Administrator

Reference: 71976

Head Office, Stockport

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 November 2026

Once you have submitted your application form, please allow *10 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.

JOB DESCRIPTION – PAYROLL ADMINISTRATOR
Head Office, Stockport

Hours: Full-time, 37.5 hours per week. To be typically worked Monday-Friday between 09:00-17:00, but subject to change according to the needs of the service. Part-time, 30 hours per week. To be worked Monday-Thursday (7.5 hours per day), or Monday-Friday (6 hours per day).

Responsible To: Payroll Manager

The Role:
To manage all incoming payroll data so that all relevant paperwork is passed on to the relevant payroll staff and processed in a timely fashion. To perform checks on paperwork to ensure they are fit for use. To complete administrative tasks to assist the operation of the team and to provide excellent internal customer service to our employees.

Main Duties

1.1 To manage the inflow of timesheets to ensure timely and accurate payments are made to employees, and to report directly to the Director of HR and Payroll.

1.2 To ensure the Payroll team have complete timesheet information in time for deadlines.

1.3 To ensure filing is kept up to date and assist with archiving of data in a structured way that makes it easily accessible.

1.4 To log timesheets received from individuals & projects, checking for relevant authorisation and quality of data

1.5 To sort categorise and prepare timesheets for inputting

1.6 To contact projects direct by e-mail and phone to ensure all timesheet information is received timely

1.7 To monitor payroll email inboxes as and where required and distributed incoming emails as directed

1.8 To provide administrative support to the Payroll department.

1.9 To liaise with the Payroll Team Manager on a regular basis.

1.10 To provide efficient, friendly and helpful services as part of the Payroll team. To provide high standards of service quality and customer care.

1.11 To assist in the maintenance and periodically review the paper filing systems of the Payroll Department, to ensure a well-co-ordinated and efficient system of storage, location and retrieval.

1.12 To carry out general administrative duties, including word processing, data entry, spreadsheets, photocopying, filing, faxes, mailings, and sorting correspondence.

1.13 To organise computer files and document referencing on the network, in a logical manner consistent with in-house systems. To regularly archive files in accordance with company procedure.

Responsibilities

2.1 To provide high standards of service, quality and accuracy

2.2 To liaise with the Payroll Team Manager on a regular basis to provide updates in relation to any actions that are require to ensure that employees queries are actioned on a triage basis.

2.3 To provide administrative and telephone support to the Payroll Department.

2.4 To provide efficient, friendly and helpful services as part of the Payroll team.

2.5 To assist in the maintenance and periodically review the paper filing systems of the Payroll Department, to ensure a well-co-ordinated and efficient system of storage, location and retrieval.

2.6 To carry out general administrative duties, including word processing, data entry, spreadsheets, photocopying, filing, faxes, mailings, and sorting correspondence.

2.7 To organise computer files and document referencing on the network, in a logical manner consistent with in-house systems. To regularly archive files in accordance with company procedure.

General Duties

3.1 To accept regular support and supervision from line manager.

3.2 To carry out all work in a manner consistent with the aims and principles of Creative Support.

3.3 To comply with and to implement the Equal Opportunities Policy of Creative Support.

3.4 To maintain confidentiality at all times, in accordance with the agreed policy.

3.5 To identify own training needs in discussion with line manager and to attend training events and courses as required.

3.6 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

3.7 Any other duties as required.

PERSON SPECIFICATION – PAYROLL ADMINISTRATOR

Head Office, Stockport Town Centre

	QUALITIES	How Assessed	Essential/ Desirable
1	Previous customer service experience and ability to handle and manage high frequency employee calls	Application, Exercise & Interview	Desirable
2	Previous working payroll experience	Application, Exercise & Interview	Desirable
3	Highly organised with experience of working in a fast-paced office environment and able to remain calm when under pressure	Application, Exercise & Interview	Essential
4	Experience of working on a payroll system (iTrent) and direct accurate data entry skills	Application & Interview	Desirable
5	A working knowledge of Windows and MS Office	Application & Interview	Essential
6	Working knowledge of spreadsheets e.g., Excel	Application & Interview	Essential
7	Excellent verbal communication skills including the ability to confidently and proactively use a phone	Interview	Essential
8	A good standard of numeracy (Minimum of GCSE grade C (equal – 5) or above)	Application & Interview	Essential
9	Fast accurate keyboard skills	Application Form	Essential
10	The ability to work to deadlines under pressure	Application & Interview	Essential
11	A common-sense approach to problem solving with a keen eye for detail and ability to spot compliance issues.	Application & Interview	Essential
12	The ability to work flexibly according to the changing needs of a busy office	Application & Interview	Essential
13	A good standard of oral and written English	Application & Interview	Essential
14	Willingness to consult colleagues and to work as part of a team	Interview	Essential
15	A commitment to customer care and the ability to lead by example in providing exemplary customer care at all times	Application & Interview	Essential
16	Able to deal with employees in a mature and professional manner	Application & Interview	Essential
17	Willingness to work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
18	Willingness to attend training courses and events	Interview	Essential
19	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – PAYROLL ADMINISTRATOR

Head Office, Stockport Town Centre

Salary:	**Up to £26,130.00 per annum, depending on experience & qualifications**	
	Point One:	£13.10 per hour / £25,545.00 per annum
	Point Two:	£13.20 per hour / £25,740.00 per annum
	Point Three:	£13.40 per hour / £26,130.00 per annum

Hours of Work:

Full time, 37.5 hours per week. To be typically worked Monday-Friday between 09:00-17:00, but subject to change according to the needs of the service. Part-time, 30 hours per week. To be worked Monday-Thursday (7.5 hours per day), or Monday-Friday (6 hours per day).

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.

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.

Holidays:

25 days plus 8 statutory days pro rata.

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.

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 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.

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

Life Assurance:
Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after six months of employment. This scheme provides a death in service benefit of two times 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
- 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, 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 Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

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.

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