Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Property Services Administrator

Reference: 97113

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: 30 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 - PROPERTY SERVICES ADMINISTRATOR

Head Office, Stockport

Accountable To: Property Services Compliance Manager

The Role:

The Property Services Administrator will provide general administrative support to the busy Property Services Department, working closely with the Compliance Manager to support the smooth and efficient running of day-to-day activities. The role will involve undertaking a range of routine administrative tasks, including raising purchase orders for cyclical works, maintaining accurate records and responding to queries on behalf of the department, as well as providing administrative cover for the Compliance team when required.

This role would suit someone with good organisational, IT and communication skills, who is keen to learn, able to follow processes accurately and confident working in a fast-paced office environment. The successful candidate will demonstrate a positive, proactive work ethic and a willingness to support the team as needed.

Main Duties:

1. To assist with administration tasks in raising quote requests and purchase orders, seeking the best and most suitable contractors, checking specifications and ensuring appropriate authorisation is gained.
2. To assist with administration tasks relating to contractors and other suppliers, including checking compliance documentation, maintaining records and sourcing new contractors where necessary.
3. To work closely with the Compliance team, assisting with compliance-related administration, including following up on actions arising from Fire Risk Assessments, raising contracts for cyclical works and record keeping. To provide cover for the Property Services Compliance Manager as required.
4. To track works raised through various departmental helpdesks, monitoring progress, liaising with contractors and internal teams, and closing down jobs once completed.
5. To order and coordinate surveys, ensuring instructions are issued, access arrangements are arranged and reports are received, reviewed and logged appropriately.
6. To organise meetings, site visits and access to properties, liaising with tenants and contractors to ensure effective coordination.
7. To monitor and manage shared email inboxes, responding to requests and escalating issues where necessary.
8. To maintain and update property databases, spreadsheets, logs and filing systems to ensure information is accurate and up to date.
9. To assist with administration tasks including the checking and processing of invoices, ensuring supporting documentation is in place, and works associated with recharges for tenant damage and other elective works.
10. To contribute to the work of the wider Property Services team, supporting with general administrative tasks as required. To respond to internal and external enquiries in a professional

manner, ensuring written communication is clear and accurate.

General Duties:

1. To accept regular support and supervision from the line manager.
2. To carry out all work in a manner consistent with the aims and principles of Creative Support.
3. To observe and comply with all organisational policies, procedures and guidelines for good practice.
4. To comply with and actively promote the Equal Opportunities Policy of Creative Support.
5. To maintain confidentiality at all times in line with agreed policies and procedures.
6. To identify training and development needs in discussion with the line manager and attend training as required.
7. To undertake any other duties appropriate to the role, as required.

PERSON SPECIFICATION – PROPERTY SERVICES ADMINISTRATOR

Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of working in a busy and demanding office environment.	Application Form	Desirable
2	Experience of working in a property related environment.	Interview & Interview	Desirable
3	Good general IT skills and a good working knowledge of Office applications (Word, Excel and Access Database).	Application & Exercise	Essential
4	Ability to organise and prioritise a busy workload.	Application & Interview	Essential
5	Excellent communication skills.	Interview & Exercise	Essential
6	Excellent numeracy skills.	Interview & Exercise	Essential
7	Excellent customer service skills working with internal and external customers.	Application & Interview	Essential
8	Ability/experience of working to deadlines and effective time management under pressure.	Application & Interview	Essential
9	The ability to work flexibly according to the changing needs of a busy team.	Application & Interview	Essential
10	Ability to consult with colleagues and to work as part of a team.	Interview	Essential
11	A hard working, proactive and resourceful approach to work.	Interview	Essential
12	Have an interest in the Health and Social Sector and our person centred values	Application & Interview	Essential

TERMS AND CONDITIONS – PROPERTY SERVICES ADMINISTRATOR
Head Office, Stockport

Salary:	**Up to £13.40 per hour / £26,130.00 per annum**	
	Point 1:	£13.10 per hour (£25,545.00)
	Point 2:	£13.20 per hour (£25,740.00)
	Point 3:	£13.40 per hour (£26,130.00)
Please Note: *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.*		

Hours of Work:
Full time hours are 37.5 per week to be worked flexibly to meet the needs of the service. This will be predominantly between 9am and 5pm but may vary depending on the needs of the department.

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.