



**Creative Support Ltd, Head Office**

Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS

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

**Activities Coordinator**

**Reference: 81652**

**Wilshaw House, Ashton-under-Lyne**

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 June 2025**

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](mailto: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**



Authorised by:		Date Authorised:		Page Number:	1

## **JOB DESCRIPTION – ACTIVITIES COORDINATOR**

**Wilshaw House, Ashton-under-Lyne**

**Hours:** 15 hours per week (5 hrs a day to be worked flexibly to the needs of the service)

**Responsible to:** Day Centre Manager

### **The Role:**

To organise and coordinate varied and stimulating activity programmes for service users who have a diagnosis of dementia/memory impairment.

### **Main Duties:**

1. To devise and co-ordinate a varied programme group activities, ensuring a wide choice of age, gender and culturally appropriate activities to meet the identified needs and interests of service users. The range of activities will include:
  - Social groups and activities to encourage the retention of social skills and to promote warm relationships with service users and staff
  - Creative activities to stimulate memory and self-expression
  - Stimulating activities to maintain cognitive function, e.g., word games, bingo, competitions
  - Activities to promote orientation, e.g., discussion of current affairs
  - Reminiscence activities to promote memory and discussion
  - Healthy living activities such as gentle exercise, gardening, walking, ball games, healthy eating etc.
  - Activities which promote relaxation, positive mood and the reduction of stress
  - Listening to and performing music, singing and dancing
  - Activities of daily living such as baking, cooking, washing up and laying the table
  - Outings and trips to places of interest in the local community
  - Participation in local events and leisure activities, e.g. tea dances
2. To welcome service users, their families, carers and other professionals to events and activities within the service, ensuring a positive, welcoming and inclusive atmosphere at all times. To ensure tenants with sensory and physical disabilities and other special needs can actively participate in activities.
3. To promote links with community organisations, voluntary groups, tenants/ residents groups and the local neighbourhood to enable access to social and other activities outside the Service.
4. To encourage appropriate input into the Service from local groups and individuals, e.g. brass band, dance group etc.
5. To maintain a resource file of local information regarding local groups, community activities and events to promote social inclusion and engagement in the wider community
6. To celebrate local events, days of national and religious significance, birthdays and other special occasions within the Community Based Service by organising appropriate festivities. To effectively liaise with carers and families ensuring involvement in these events.

Authorised by:		Date Authorised:		Page Number:	2

7. To organise fundraising and social events and where possible to involve carers and families, local groups and neighbours.
9. To devise and utilise a range of prompts, aids and activities which prompt memory and reminiscence and orientation in time and place.
10. To create visually appealing and attractive displays of art work, photographs etc to display the creative work of service users and to promote the activity programme.
11. To devise a monthly Newsletter for families/carers highlighting activities/events undertaken and up and coming activities/events.
12. To promote anti-discriminatory practice through building links with local groups and organisations, e.g., faith groups and representatives of BME communities.
13. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
14. To be aware of current thinking and best practice in the provision of activities for older people, people with dementia and people with physical and sensory disabilities. To maintain links with local professionals, e.g., Occupational Therapists and groups to jointly promote good practice.
15. To promote health and wellbeing for all tenants through information about diet, exercise, smoking cessation and safer drinking. To foster working links with health promotion and primary and preventative health services.
16. To promote the mental health, confidence and self-esteem of tenants through their active participation in on site and community activities.
17. To take appropriate action in the event of accidents, incidents and emergencies, ensuring that the senior member of staff is informed promptly.
18. To keep the Communal room and office are maintained in a clean, safe and comfortable condition at all times. To follow health and safety guidelines carefully and to alert the senior member of staff on duty immediately of any concerns in relation to health and safety issues.
19. To ensure that appropriate records of activities and attendance are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To seek feedback from tenants and their families regarding the activities provided and to develop new activities to meet unmet need and new interests.
20. To maintain a stock of materials to support individual and group activities, eg, art materials, tapes, CDs, Videos, Cameras, musical instruments, display boards, display materials, magazines, reminiscence resources, board games etc. To keep a record of stock and order replacements as required within the budget.
22. To ensure that all equipment utilised for activities is maintained in a safe and hygienic condition and in good working order.

Authorised by:		Date Authorised:		Page Number:	3

### General Duties-

1. To accept regular support and supervision from line manager.
2. To carry out all work in a manner that is consistent with the aims and principles of Creative Support.
3. To maintain confidentiality at all times, in accordance with the agreed policy.
4. To treat all service users and stakeholders with respect and courtesy.
5. To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
6. To establish and maintain effective working relationships with co-workers, supervisors and service users.
7. To pursue personal development of skills and knowledge.
8. To comply with and to implement the Equal Opportunities Policy of Creative Support.
9. Any other duties as required.
10. To promote the safety and protection of vulnerable adults by ensuring that all safeguarding issues and concerns are reported promptly in accordance with TMBC and Creative Support's Safeguarding Policies.

Authorised by:		Date Authorised:		Page Number:	4

**PERSON SPECIFICATION – ACTIVITIES COORDINATOR****Wilshaw House, Ashton-under-Lyne**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable</b>
<b>1</b>	Educated to a good standard	Application & Interview	Essential
<b>2</b>	Experience of arranging activities and events	Application & Interview	Desirable
<b>3</b>	Good IT skills with knowledge of Microsoft Office, accurate keyboard and word processing skills, reasonable typing speed	Application, Interview & Exercise	Essential
<b>4</b>	Written communication skills to produce correspondence of a professional standard	Application, Interview & Exercise	Essential
<b>5</b>	Active listening and verbal communication skills for effective interaction with members of the public, managers and staff at all levels	Application & Interview	Essential
<b>6</b>	Good standard of English both verbally and written in addition to excellent interpersonal skills	Application & Interview	Essential
<b>7</b>	Ability to work with minimum supervision/plan and prioritise own workload	Application, Interview & Exercise	Essential
<b>8</b>	The ability to work under pressure and to specific deadlines	Application & Interview	Essential
<b>9</b>	Understand and observe strict confidentiality at all times	Application & Interview	Essential
<b>10</b>	Ability to provide a helpful and responsive reception and message taking service	Application & Interview	Essential
<b>11</b>	Ability to use initiative and problem solve	Application & Interview	Essential
<b>12</b>	Ability to organise and prioritise the work of an office	Application, Interview & Exercise	Essential
<b>13</b>	Ability to take accurate notes/minutes of sensitive meetings	Application & Interview	Essential
<b>14</b>	A warm and positive approach to tenants and their families	Interview	Essential
<b>15</b>	An understanding of the needs of older people	Application & Interview	Essential
<b>16</b>	Commitment to excellent customer care	Application & Interview	Essential
<b>17</b>	Tact and diplomacy in all interpersonal relationships with customers and work colleagues	Application & Interview	Essential
<b>18</b>	The ability to work in a professional and confidential manner	Application & Interview	Essential
<b>19</b>	Willingness to consult colleagues and to work as part of a team	Application &	Essential

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>5</b>

		Interview	
<b>20</b>	Self-motivation and personal drive to complete tasks to required time scales and quality standards	Application & Interview	Essential
<b>21</b>	The flexibility to adapt to changing workload demands and new organisational challenges	Application & Interview	Essential
<b>22</b>	Willingness to work flexible hours according to needs of the service/department	Application & Interview	Essential
<b>23</b>	Willingness to abide by the Creative Support's no smoking policy	Application & Interview	Essential

## **TERMS AND CONDITIONS – ACTIVITIES COORDINATOR**

**Wilshaw House, Ashton-under-Lyne**

### **Pay Structure:**

£12.60 per hour

### **Hours of Work:**

15 hours per week (5 hrs a day to be worked flexibly to the needs of the service)

### **Holidays:**

20 days plus 8 statutory days pro rata.

### **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.

### **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.

### **Care Certificate and Level 2/3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

### **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:	7

### **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 not 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 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.

### **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 a regular basis to any of the registered charities either large or small.

### **WeCare Awards:**

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

Authorised by:		Date Authorised:		Page Number:	8



**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:**

£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 who had have 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 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.

**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 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.

**Interviews:**

We will be interviewing for this role as suitable applications are received and may close this role before the closing date upon a successful candidate being appointed.

**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.

Authorised by:		Date Authorised:		Page Number:	9