

**Creative Support Ltd, Head Office**

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Internal Auditor**Head Office, Stockport****Reference: 82624**

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: 27 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 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



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JOB DESCRIPTION – INTERNAL AUDITOR

Head Office, Stockport

Hours: 37.5 hours per week

Accountable To: Internal Audits Team Supervisor

Department: Internal Audit Team

Context:

Creative Support is an established not for profit social care provider with nearly 30 years' experience of supporting vulnerable adults nationally. We work in 65 local authorities supporting over 6,000 service users and employ 5,000 staff. Our Head Office is based in Stockport town centre and we have 19 Head Office departments.

There is a key focus on promoting excellent customer care and a personalised approach to our service users who we welcome to volunteer and get involved in the organisation as a whole.

Creative Support is also a registered social landlord with over 1,000 tenants. We have a proactive and flexible approach and we respond to local and national needs for social housing as well as the social care services for vulnerable adults.

Department Overview:

The Internal Audit team is responsible for the auditing of our services for finance policy compliance, business efficiency and to provide good practice in dealing with Client finances and offer policy guidance.

The team also leads on policy and practice review for Client finances, and the improvement of systems related to safeguarding service user finances, and the security of cash held at services. This includes, but is not limited to, completing proactive financial audits, offering guidance to staff, Client Finance Training, and conducting investigations into specific financial incidents or financial concerns raised. The team based at Head office work closely with the Quality team and other head office depts. The team also currently uses remote auditing to support the auditing of financial records and investigations of low severity remotely, thereby using resources more effectively.

Additionally the team support our head office functions with some basic monthly auditing and to appropriately manage financial investigations should these be required. These focus around aspects of Head office money management, systems and business efficiency.

The Role:

To work within the Internal Audit team with our programme of preventative audits and reactive investigations. Key areas of responsibility will include:

- Visiting services nationally to audit and review local finance systems. Your focus will be to check that all money held by the service is managed and accounted for securely and accurately and in line with agency procedures. You will compile your findings into a written report and follow up the completion of actions through an action plan. You will identify areas for improvement specifically in terms of risk management and will

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contribute towards the development and implementation of new systems to address any gaps identified.

- Carry out remote e-audits where appropriate and follow up on action plans.
- To attend internal meetings to represent the department.
- To deliver skills based training and share tools and materials around prevention of financial abuse and operating high quality systems for good financial recording within the services across Creative Support.
- Oversee case reviews should a finance related incident occur.
- Support the healthy functioning of business systems within Head office departments ensuring efficient use of company resources.

Main Responsibilities/Duties

1. To visit services across England on a regular basis to conduct a financial audits on site with remote follow ups. To provide a report of the audit in a timely manner and put an action plan in place if required.
2. To ensure that the finances at services are managed in line with Creative Support procedures: that money and valuables are kept securely in the safe (within the insurance limit), income security is adhered to and that daily checks are conducted and recorded.
3. To undertake remote finance audits according to the schedule of work agreed and as appropriate.
4. To audit all cash funds and record of transactions held by the services.
5. To promote good practice in respect of financial management and support awareness campaigns across the year.
6. To put in place any preventative measures necessary to promote good financial practice at service level.
7. To report any suspected fraud or mismanagement found during audits.
8. To work with services to audit business compliance functions such as triangulation or invoicing returns, rota management and commissioned hours.
9. To complete investigations into any suspected financial mismanagement and to liaise with managers, executives and others to get the best result for each case.
10. To carry out internal reviews within our Head Office and feedback/present your findings.
11. To carry out training and skills development sessions nationally that assist the prevention of financial abuse and operating high quality systems for good financial recording within the services across Creative Support. To run this in partnership with the training department and local managers.
12. To assist the quality team when required with general checks whilst you may be on site carrying out a finance audit or investigation.

Other:

- 13. To be aware of and to comply with Health and Safety regulations and procedures.
- 14. To provide regular verbal and written reports to line manager.
- 15. To accept regular support and supervision from line manager.
- 16. To carry out all work in a manner consistent with the aims and principles of Creative Support.
- 17. To comply with and implement the Equal Opportunities Policy of Creative Support.
- 18. To maintain confidentiality at all times, in accordance with the agreed policy.
- 15. To identify own training needs in discussion with line manager and to attend training events and courses as required.
- 16. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 17. Any other duties as required.

PERSON SPECIFICATION – INTERNAL AUDITOR

Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	A good standard of general education	Application	Essential
2.	Experience of producing written reports	Application & Interview	Essential
3.	Experience of data analysis	Application & Interview	Essential
4.	A relevant vocational qualification	Application	Desirable
5.	Compliance or Audit experience	Application & Interview	Desirable
6.	Excellent telephone skills	Application	Essential
7.	Excellent customer care skills and the ability to respond to a wide range of enquiries	Application & Interview	Essential
8.	The ability to organise own work and to work unsupervised	Application & Interview	Essential
9.	Willingness to consult colleagues and to work as part of a team	Application & Interview	Essential
10.	An excellent standard of written English	Application & Interview	Essential
11.	Excellent numeracy skills	Application & Interview	Essential
12.	Excellent attention to detail	Application & Interview	Essential
13.	Familiarity with MS Office software	Application & Interview	Essential
14.	A warm and polite approach to service users	Application & Interview	Essential
15.	Willingness to work flexible hours which may occasionally include some evening or weekend work as agreed with the line manager	Application	Essential
16.	Willingness to attend training courses and events	Application	Essential
17.	Ability to demonstrate a high degree of self-motivation and commitment	Application & Interview	Essential
18.	Willingness to participate in regular supervision with line manager	Application	Essential
19.	Willingness to travel across England to complete audits	Application & Interview	Essential
20.	Ability to drive	Application	Desirable

TERMS AND CONDITIONS– INTERNAL AUDITOR

Head Office, Stockport

Salary:	Up to £14.03 per hour / £27,363.87 per annum	
	Point One:	£13.06 per hour / £25,467.48 per annum (0-1 years)
	Point Two:	£13.58 per hour / £26,477.68 per annum (1-2 years)
	Point Three:	£14.03 per hour / £27,363.87 per annum (2 years+)
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:

Normal office working hours for this part time role will be agreed with your line manager. Our team operates Monday to Friday during normal business hours with occasional planned evening and weekend work upon the requirements of the business.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays:

25 days plus 8 statutory days (to be calculated pro rata for part time working)

Birthday Holiday Bonus:

You will be permanently 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.

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.

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- 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

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.

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.

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WeCare 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 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.