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Extra Care Activities and Partnerships Manager Reference: 82814
London Extra Care Services

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: 12 August 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

Please note that all employees are required to complete an enhanced DBS check.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



Extra Care Activities and Partnerships Manager

London Extra Care Services

Hours: 37.5 hours per week (Usually 9am – 5pm, Monday – Friday). A degree of flexibility is required including working on some weekends and evenings based on the needs of the services.

Responsible to: Area Managers and Service Director

The Role:

We are seeking a highly motivated individual who has the ability to develop and co-ordinate a stimulating and relevant range of activities for our clients. You will be developing activities in a collaborative manner ensuring that they meet clients' goals, improve their wellbeing and enhance social inclusion. You must be a proactive and creative person with the ability to build links with the local community and access resources and new opportunities. A genuine interest in working with older adults at risk is essential as is having a commitment to diversity in all its facets.

You will be organised and efficient with excellent communication and IT skills (especially Word/Excel/Publisher). You will be approachable with a warm and effervescent manner. You must enjoy working in a team environment as well as able to work alone using your own initiative. **A core part of your role will be overseeing the activity team so the skillset and confidence in supporting, managing and leading a staff team is essential.**

In return for your commitment, we can offer you an interesting and varied workload and you will enjoy visible and supportive management from our Senior Management team.

Main Responsibilities/Duties

1. To manage a team of activity support workers and sessional workers across various London Boroughs, including authorising timesheets, managing annual leave and providing support for all their queries and development.
2. To devise and co-ordinate a varied programme of group activities, ensuring inclusion for all service users regardless of age, gender or culture. The range of activities will include, but is not limited to, social occasions, creative groups, reminiscence sessions, healthy living promotion, relaxation techniques, exercise classes, cooking groups, music and dance sessions, current affairs discussions, mental stimulation activities and participation in local events and leisure activities.
3. To welcome tenants, their families, carers and other professionals to events and activities within the service, upholding 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.
4. To gain an excellent knowledge of community resources in the region across all sectors. To undertake local area mapping of resources and to publicise and maintain up to date information in an accessible format.
5. To celebrate local events, days of national and religious significance, birthdays and other special occasions within the services by organising appropriate festivities and to involve families and other key stakeholders in these events where appropriate.

6. To organise fundraising and social events at the Extra Care Services and where possible to involve carers and families, local groups and neighbours.
7. To produce a regular newsletter to positively promote the Extra Care Services and the activity programme. To create and distribute leaflets and flyers to publicise events. To ensure that all service users and families receive such information in a reliable and accessible format.
8. To create visually appealing and attractive displays of service user art work, photographs, poetry etc. in order to promote the activity programme.
9. Work closely with the Volunteer Coordinator and Area Managers to increase the role of volunteers and peer support within the region. To develop positive relationships with community groups and social enterprises in order to provide opportunities for service user participation and personal development. To support a range of service user and volunteer-led activities in the service including peer support, networking, befriending, social enterprise models, time banking and user-led activities/sessional groups.
10. To undertake an online volunteer management training inside of working hours. Working closely with the volunteer team to achieve and maintain our Investing in Volunteers quality standard for good practice in volunteer management.
11. To support service users in realising their cultural and spiritual needs and in expressing their personal identity.
12. To be aware of current thinking and best practice in the provision of activities for vulnerable adults such as older people, people with dementia, people with physical and sensory disabilities, people with mental health concerns or learning disabilities.
13. To promote health and well being for all tenants through information about diet, exercise, smoking cessation and safer drinking. To foster working partnerships with health promotion and preventative health services and assist service users to refer themselves and use these programmes.
14. To promote the mental health, confidence and self esteem of tenants through their active participation in on site and community activities.
15. To take appropriate action in the event of accidents, incidents and emergencies, adhering to all Creative Support health and safety procedures and policies, including reporting any Safeguarding concerns.
16. 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 needs and new interests.

17. To gather feedback from service users on their satisfaction with the services and opportunities we offer. To use this information to improve and shape services for the benefit of its service users.
18. To manage petty cash floats at a number of Extra Care Services and ensure petty cash receipts and expenditure is accurately recorded.
19. To apply for internal and external grants and track budgets accordingly.
20. To provide evidence of Social Value targets set by Creative Support to demonstrate our commitment to community impact, inclusion, and sustainable outcomes across the services we deliver.
21. To support Senior Managers with completion of Quarterly Reports

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 principles of Creative Support.
3. To comply with and to implement the Equal Opportunities Policy of Creative Support.
4. To maintain confidentiality at all times, in accordance with the agreed policy.
5. To identify own training needs in discussion with line manager and to attend training events and courses as required.
6. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
7. To undertake travel across England as required and work flexibly to meet deadlines.
8. To ensure effective communication with line manager.
9. To provide support and supervision for the activity support workers and volunteers under your management.
10. Any other duties as required.

PERSON SPECIFICATION – EXTRA CARE ACTIVITIES AND PARTNERSHIPS MANAGER

London Extra Care Services

	QUALITIES REQUIRED	How Assessed?	Essential / Desirable?
1	Degree level educated	Application	Desirable

		& Interview	
2	Evidence of post-degree work experience and transferable skills	Application & Interview	Desirable
3	Excellent written and verbal communication skills	Application	Essential
4	Ability to proactively manage own workload and take instruction from varying managers	Application & Interview	Essential
5	The ability to devise and manage programmes and work within deadlines	Application & Interview	Essential
6	Ability to develop partnerships and positive relationships with all stakeholders	Interview	Essential
8	Good general IT skills and an excellent working knowledge of Office applications (Word, Excel and Publisher)	Application & Interview	Essential
10	A well organized and analytical approach to data and information, with the ability to review and summarize information quickly and concisely.	Application & Interview	Essential
11	Willingness to travel and work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
13	An ability to demonstrate a genuine passion for the third sector, interest in health and social care policy/provision and commitment to our person centred values.	Interview	Essential
14	Confidence in managing and supervising a small staff team of activity support workers and sessional workers	Interview	Essential

TERMS AND CONDITIONS – EXTRA CARE ACTIVITIES AND PARTNERSHIPS MANAGER
London Extra Care Services



Salary:	Up to £40,000 per annum	
	Point One:	£38,000 per annum
	Point Two:	£39,000 per annum
	Point Two:	£40,000 per annum
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 hours 37.5 per week, to be worked flexibly as required including occasional weekends and evenings.

Holidays:

25 days per annum plus eight 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:

You will be 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.
- 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:

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 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.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating on a regular basis to any of the registered charities either large or small.

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 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.

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 basis 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.