



Creative Support Ltd, Head Office

Wellington House
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Stockport
SK1 3TS

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recruitment@creativesupport.co.uk
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Quality Officer

Head Office, Stockport

Reference: 92027

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: 05 December 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

All employees are subject to enhanced DBS checks

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We invest in people Gold



Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION Quality Officer
Head Office, Stockport



Hours: Full time is 37.5 hours per week (flexible: to include evenings, weekends and public holidays according to the needs of the office- some planned national travel). Part time hours 30 hours considered.

Responsible to: Head of Social Care Governance and Social Care Governance Lead

Location: Based in our Head Office in Stockport

Scope of the Role

You will provide support and assistance to the Head of Social Care Governance, Social Care Governance Lead and Customer Experience Manager and will be required to manage a range of responsibilities.

Head Office can be very busy and the post holder must be able to plan and prioritise a varied workload, exercising appropriate judgement and responding promptly and appropriately to all enquiries.

The post holder will be required to handle information of a confidential nature and must observe the highest standards of professionalism, discretion and confidentiality. The post holder will also be required to demonstrate good communication skills and the ability to liaise professionally with colleagues, service users, and external stakeholders.

The post holder will be required to contribute to quality assurance through coordination and participation at meetings and also preparation and co-ordination of operational reports to the Board, Quality sub group, and Executive Team and management meetings. This role will include supporting the Head of Social Care Governance in preparing and presenting reports and reviewing information received at Head Office to include:

- Safeguarding
- Incidents
- Complaints
- Compliments
- Whistleblowings
- Code Red (Internal reporting procedure)

The post holder may be required to travel nationally to services with planning, however the role is mostly office based. Full training and support is offered.

Main Duties

1. To offer active support to the Quality Team to ensure efficient and well managed data and processes that assist reflective practice, accountability and excellent quality of support to our customers. This will include:
 - Ensuring safeguarding reports are logged and escalated with respect to agreed criteria where required. (These are secondary reports which will have a range of other owners).
 - Logging whistleblowing and Code Red reports and escalating according to protocol.

- Logging CQC notifications and death notifications.
 - Logging complaints & compliments
2. Minute taking for key meetings including; team meetings, Social Care Governance meetings and some Board meetings (Board meetings are often held outside of usual office hours).
 3. Supporting data collection and reporting for Social Care Governance meetings and Quality Subcommittee meetings.
 4. Supporting with the ongoing development of the service database.
 5. Offering support to the Social Care Governance Lead.
 6. Offering support to the Customer Experience Manager.
 7. Supporting the Quality Team with administrative tasks as required
 8. To provide reports for the Executive Team and the Board of Trustees in conjunction with the Social Care Governance Lead or Customer Experience Manager.
 9. To take calls for the Quality Department which may include requests for templates and policies, requests for data or information to assist services prior to CQC inspection.
 10. To offer support to write and collate data for the annual (and cyclical) reports on Customer Care, Safeguarding and other quality reporting in conjunction with the Head of Social Care Governance, Social Care Governance Lead and Customer Experience Manager.
 11. To take minutes of and offer support to Social Care Governance meetings in conjunction with the Quality Coordinator.
 12. To support the Quality Team with related tasks in Social Care Governance management including the follow up of audit reports and action plans or incidents as requested.
 13. To keep information up-to-date including CQC reports and internal Quality Team reports.
 14. To take calls from external agencies (e.g. CQC/Local Authorities) with queries and ensure timely signposting and escalation to the Executive Team, Head of Social Care Governance or other management teams as appropriate.
 15. To assist with arranging and setting up meetings and conferences in conjunction with the Quality Coordinator.
 16. To cover Reception in the event of staff absence ensuring that all calls are answered professionally and escalated appropriately.
 17. To be part of the Duty Team rota at Head Office with full training provided. This would be on average one weekend or bank holiday shift per month (07:45-14:00 or 13:45-20:00) on a rota basis with overtime or time off in lieu agreed with your line manager.

General Duties

1. To accept regular support and supervision from your line manager.
2. To carry out all work in a manner consistent with the aims and principles of Creative Support.
3. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
4. To comply with and to implement the Equal Opportunities policy of Creative Support.
5. To maintain confidentiality at all times in accordance with the Data Protection and Information Governance policy.
6. To identify your own training needs in discussion with your line manager and to attend training sessions as required.
7. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	Administration experience working in a busy office environment	Application	Desirable
2.	Experience of working in social care or not for profit sector	Application & Interview	Desirable
3.	Excellent phone and customer care skills , to engage verbally in calls with a sensitive and detail focused manner	Application & Interview	Essential
4.	Good level of report writing skills and comfortable with working with data and statistics.	Application & Interview	Essential
5.	Experience and confidence in meetings including Zoom virtual meetings	Interview	Essential
6.	Excellent IT skills, including proficiency in the use of Word, Excel, PowerPoint and Outlook	Application & Interview	Essential
7.	Written communication skills of a high standard including the ability to draft, proof and edit correspondence and reports using a range of appropriate styles and formats	Application & Interview	Essential
8.	Numeracy and data entry skills	Application & Interview	Essential
9.	Excellent verbal communication. listening and delegation skills with the ability to adapt communication style to suit the audience	Application & Interview	Essential
10.	Good diary management and prioritisation skills, with the ability to anticipate and think ahead to make the necessary arrangements linked to diary appointments	Application & Interview	Essential
11.	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively	Application & Interview	Essential
12.	Exceptionally courteous, friendly and professional telephone manner and e-mail style	Application & Interview	Essential
13.	Experience of dealing politely and helpfully with a wide range of people internally and externally	Application & Interview	Essential
14.	The ability to take the initiative and escalate appropriately	Application & Interview	Essential
15.	Willingness to travel and work flexibly according to the changing needs of a busy office	Application & Interview	Essential
16.	Ability to handle competing deadlines, multi task and prioritise workload	Application & Interview	Essential
17.	Ability to work independently and often unsupervised	Application & Interview	Essential
18.	Commitment to excellent safeguarding & customer care good practice and to providing an outstanding service user experience	Application & Interview	Essential

Pay Structure:

Up to £27,500 pa dependent on experience and qualifications

Point 1: £26,110.50

Point 2: £26,971.00

Point 3: £27,500.00

Hours of Work:

37.5 hours per week including weekends and public holidays according to the needs of the service. There is a need to travel extensively across the country. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users.

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 30 hours per week.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance during 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 your end of probationary review paperwork.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

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.

Development Pathway

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

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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.

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.

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 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 are provided will be dependent 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.

