

**Creative Support Ltd, Head Office**

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Multi-Sensory Centre Deputy Manager

Space Centre, Preston

Reference: 83767

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: 09 December 2025

Once you have submitted your application form 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

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

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We invest in people Gold



Stonehall
DIVERSITY CHAMPION



JOB DESCRIPTION – DEPUTY MANAGER (MATERNITY COVER)

Space Centre, Preston

Hours: Full time role, 37.5 hours per week, worked usually Monday to Friday.
Part time hours will be considered, to a minimum of 22.5 hours a week.
Hours to be worked flexibly, including some planned evenings, weekends according to the needs of the centre.

Responsible to: Space Centre Manager/Service Director

The Role:

This is an extremely satisfying and diverse role for a very established nationally recognised not for profit organisation. The Space Centre, part of Creative Support, has been offering unique and top of their class sensory facilities for over 30 years, providing a welcoming, nurturing and person centred environment for people with learning, physical and emotional difficulties, including severe complex, autism and those with mental health issues.

The successful candidate will train staff to maintain the high standards of the facilities within the centre. They will line manage and formally observe other staff, ensuring that shift cover is allocated across operating hours to provide a quality service that is flexible to the needs of the differing elements of our provision.

Creative Support is a large housing provider with over 200 properties. The role will work alongside the Creative Support Property oversight team based in Manchester and we envisage the role will have close links with all departments in Head Office in Stockport

The ability to drive and have access to a car would be beneficial in this role.

Friends of Space is an established charitable group which independently supports the future of Space centre and helps income generate funds for the upkeep and development of top of the range sensory equipment and resources. It also oversees heritage projects for the building and listened garden. Some attendance at their meetings maybe required.

Main Duties:

1. As deputy manager work alongside the Senior team (Manager and Director) to ensure a well-run, professional, enjoyable and safe Sensory and Wellbeing centre.
2. To take an active role in the development of the centres services and purpose and support Creative Support excellent links and partnership with Friends of Space (FOS)
3. When required to deputise for the manager at the centre.
4. Supporting cover and skills distribution throughout a shift, supporting and mentoring staff on site
5. Ensure cover of all necessary shifts to enable all opening times

6. To ensure the smooth day to day running of the front of house of the centre including problem solving and addressing any issues proactively
7. Ensure management cover during shift and escalating matters as required
8. Supporting with leading facilitation good practice when on shift
9. Ensuring excellent support to visitors and safe systems of booking in, including adhering to and signing of the waiver form, booking criteria and escalating any safety or safeguarding issues as required.
10. To ensure effective document and data management ensuring all information is stored in an ordered and safe way.
11. Taking part and contributing to senior meetings and planning
12. To carry out Requisitions when required

Staffing:

1. Directly support to facilitators and all staff on rota at the centre.
2. Where required to mentor and observe staff in their work roles and ensure they are clear of expectations and tasks.
3. Attend and help plan staff meetings
4. Offer regular and planned supervision to staff as required.
5. With manager ensure staff are trained and work to consider any future training needs and booking people onto core and also bespoke training.
6. Supporting with the staffing team continuity and when required Recruitment and interviewing new staff
7. Assist in formal training sessions
8. Oversee evening task allocation

Health and Safety:

1. To oversee the centres cleaning team and recruit to ensure necessary cleaning hours are maintained.
2. Ensure cleaning staff are well trained and have a safe workplace.
3. To ensure Supervision and Annual Appraisal of cleaning staff
4. To oversee and plan cleaning rotas

5. To plan deep cleans when required especially of sensory equipment
6. To lead on internal and external cleaning H&S requisitions and COSHH
7. Support manager in ensuring the upkeep, maintenance and planning of new existing spaces and new physical areas
8. Monitoring and maintaining existing equipment, ordering replacement equipment after approval from manager and liaising with FOS to do so.
9. Equipment of the month – selecting/description and instructing other facilitators
10. Admin & general equipment monitoring and ordering
11. To ensure PAT testing, fire extinguisher checks and other equipment checks are carried out
12. Ensure monthly and weekly H&S in conjunction with manager and other staff on shift.
13. Ensure signage and guidance is clear as regards H&S.
14. With the manager to ensure Creative support Quality and Health and Safety checks are carried out as scheduled.

Customers and Centre Users:

1. To take part as a deputy in the team of planning for an excellent quality of experience while those with sensory needs use the centre
2. To periodically support activities that enhance this experience
3. To support the manager to manage customer care and satisfaction including carrying out surveys and responding to customers social media. To aim to collect feedback to enable a learning culture.
4. To ensure we upkeep the sectors standards of high quality sensory facilities and liaise with Manager with any suggestions on continuous development in this area.
5. To support with planning and Calendar management including promoting events and social activities.
6. Alongside the team, ensure all general spaces and rooms such as the Cinema room and conference and meetings room are ready for use and where possible utilised.
7. When required to liaise with Marketing and IT re the website

Other:

1. To accept formal and sensory training from line manager.

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

PERSON SPECIFICATION – DEPUTY MANAGER (MATERNITY COVER)

Space Centre, Preston

	QUALITIES REQUIRED	How Assessed	Essential/Desirable
1.	Ability to demonstrate a warm, person centred and affirmative approach to people with physical, learning or emotional difficulties, autism and mental health issues.	Interview	Essential
2.	Good verbal communication skills and ability to listen sensitively to others.	Interview	Essential
3.	Ability to engage with service users to develop and sustain warm and trusting relationships.	Interview	Essential
4.	Good written communication skills, sufficient to contribute to a record keeping system.	Application Form & Interview	Essential
5.	Ability to work constructively and co-operatively as part of a consistent team approach.	Interview	Essential
6.	Ability to work safely and responsibly without direct supervision.	Interview	Essential
7.	Ability to demonstrate initiative, self-motivation and resourcefulness.	Interview	Essential
8.	Ability to maintain professional boundaries, to liaise in a professional manner with other agencies and to work in a positive way with the carers, families and friends of service users.	Interview	Essential
9.	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice.	Application Form & Interview	Essential
10.	Ability to demonstrate respect for difference and diversity.	Application Form & Interview	Essential
11.	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviour.	Application Form & Interview	Essential
12.	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks.	Interview	Essential
13.	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities/autism.	Application Form & Interview	Essential
14.	The ability to serve as a professional role model to colleagues.	Interview	Essential
15.	Ability to set and communicate targets for staff and delegate effectively.	Interview	Essential
16.	A commitment to open, ethical and accountable practice. A strong personal duty of care and work ethic and a willingness to go the extra mile to achieve positive outcomes for the people we support.	Interview	Essential
17.	Ability to lead, motivate, supervise and support staff.	Interview	Essential
18.	Good organisational skills with the ability to organise own workload effectively and to work independently.	Interview	Essential

19.	At least 1 years' experience of working with people with learning and/or physical disabilities.	Application Form	Desirable
20.	Experience of working with people with autistic spectrum disorders.	Application Form	Desirable
21.	Life experience and confidence in relating to people from a wide variety of backgrounds.	Application & Interview	Essential
22.	Possession of NVQ (or working towards) or other relevant qualification.	Application Form	Essential
23.	Good standard of general education.	Application Form	Essential
24.	Experience of working with IT and ability to trouble shoot.	Application Form	Essential
25.	Experience working within a sensory environment.	Application Form	Desirable
26.	Willingness to work flexible hours according to needs of the service; this includes evenings, weekends and Bank Holidays.	Interview	Essential
27.	Willingness to attend training courses and events.	Interview	Essential
28.	Willing to accept feedback and guidance and to be accountable to colleagues and managers.	Interview	Essential

TERMS AND CONDITIONS – DEPUTY MANAGER (MATERNITY COVER)

Space Centre, Preston

Salary:	Up to £14.43 per hour (£27,943 per annum)	
	Point One:	£13.79 per hour (£26,888 per annum)
	Point Two:	£14.06 per hour (£27,416 per annum)
	Point Three:	£14.33 per hour (£27,943 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.</i>		

Hours of Work:

Full time and Part time will be considered, with part time being no less than 22.5 hours per week. To be worked flexibly according to the needs of the service. 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.

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.

Holidays:

25 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 fewer than 37.5 hours per week. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 20 hours per week.

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.

CoverLetter Page 8 of 11		
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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 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

We Care 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:

You will receive a £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:

We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 months between resigning from their original post and taking up their new role.

Company mobile phone and laptop:

If applicable to your job role, a mobile smart phone, laptop and a 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.

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.