



**Creative Support Ltd, Head Office**

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**Acting Centre Coordinator**

**Reference: 85514**

**Initially 9 months Maternity Cover with possibility of longer term.**

**Space centre, Preston**

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: 24 March 2026**

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](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**

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

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**Stonewall DIVERSITY CHAMPION**



## JOB DESCRIPTION

**Centre Co-ordinator – Initially 9 months Maternity Cover with possibility of longer term.**

**Space centre, Preston**

**Hours:** 37.5 hours per week (Part time available no less than 22.5hours) largely Monday to Friday. Hours to be worked according to the needs of the role and to include some planned evenings, weekends according to the needs of the centre.

**Responsible to:** Space Centre Manager / Service Director

**Team:** Based in Space centre staff team, work flexible and remotely when needed.

**Location:** Preston, near docks

**Responsible for:** Supporting the Centre Manager and Friends of Space charity to deliver on Space centre's Business strategy, to ensure smooth running and development of the centre alongside centre manager. Focusing on supporting manager to day to day run the centre, supporting the excellent facilitation of the rooms and ensuring health and safety and incident follow up.

**Salary:** Salary up to £27,943 per annum depending on experience (Three point scale)

### 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 support the manager to maintain the high standards of the facilities within the centre. With relevant experience may involve line management and oversight / on sight support to 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 oversee heritage projects for the Building and listened garden. Some attendance at their meetings maybe required.

**Main Tasks of the role**  
**Summary of Responsibilities**

The role will involve working closely with the Management team to ensure the smooth and efficient running of the Space centre.

Key responsibilities are as follows:

**Oversight alongside Space Centre Manager**

1. To work alongside the Senior team (Manager and Director) to ensure a well-run, professional, enjoyable and safe Sensory and Wellbeing centre.
2. Ensure cover of all necessary shifts to enable all opening times
3. To ensure the smooth day to day running of the front of house of the centre including problem solving and addressing any issues proactively
4. Supporting with leading facilitation good practice when on shift
5. 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.
6. To ensure effective document and data management ensuring all information is stored in an ordered and safe way.
7. Taking part and contributing to senior meetings and planning
8. To carry out Requisitions when required

**Staffing**

9. Ensure facilitators are clear of expectations and tasks with the possibility of line management and mentoring
10. Attend and help plan staff meetings
11. Offer regular and planned supervision to staff as required.
12. Oversee evening task allocation

**Health and safety, cleaning and maintenance**

13. To oversee the centres cleaning team and recruit to ensure necessary cleaning hours are maintained
14. Ensure cleaning staff are well trained and have a safe workplace.
15. To oversee and plan Cleaning rotas

16. To plan deep cleans when required especially of sensory equipment
17. To lead on internal and external cleaning H&S requisitions and COSHH
18. Support manager in ensuring the upkeep and maintenance
19. Monitoring and maintaining existing equipment, ordering replacement equipment after approval from manager and liaising with FOS to do so.
20. Equipment of the month – selecting/description and instructing other facilitators
21. Admin & general equipment monitoring and ordering
  
22. To ensure PAT testing, fire extinguisher checks and other equipment checks are carried out
23. Ensure monthly and weekly H&S in conjunction with manager and other staff on shift.
24. Ensure signage and guidance is clear as regards H&S.
25. With the manager to ensure Creative support Quality and Health and Safety checks are carried out as scheduled.

### Customers and centre users

26. 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.
27. 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.
28. To support with planning and Calendar management including promoting events and social activities.
29. 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.
30. When required to liaise with Marketing and IT re the website

### 3. General Duties

#### 3.1 To accept formal and sensory training from line manager

- 3.1 To accept regular support and supervision from line manager
- 3.2 To carry out all work in a manner that is consistent with the aims and principles of Creative Support
- 3.3 To maintain confidentiality at all times, in accordance with the agreed policy
- 3.4 To treat all service users and stakeholders with respect and courtesy

- 3.5 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support
- 3.6 To establish and maintain effective working relationships with all co-workers, supervisors and service users
- 3.7 To pursue personal development of skills and knowledge
- 3.8 To comply with and to implement the Equal Opportunities Policy of Creative Support
- 3.9 Any other duties as required

## Person specification- Centre Coordinator

Space provides sensory environments to encourage the development of life skills and experiences not usually available to those with disabilities.

Skills and Knowledge	Requirement
1. Ability to demonstrate a warm, person centred and affirmative approach to people with physical, learning or emotional difficulties, autism and mental health issues	Essential
2. Good verbal communication skills and ability to listen sensitively to others	Essential
3. Ability to engage with service users to develop and sustain warm and trusting relationships	Essential
4. Good written communication skills, sufficient to contribute to a record keeping system	Essential
6. Ability to work constructively and co-operatively as part of a consistent team approach	Essential
6. Ability to work safely and responsibly without direct supervision	Essential
7. Ability to demonstrate initiative, self-motivation and resourcefulness	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	Essential
9. Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Essential
10. Ability to demonstrate respect for difference and diversity	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	Essential
12. Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Desirable
16. Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities / autism	Desirable
19. The ability to serve as a professional role model to colleagues	Essential
1. Ability to set and communicate targets for staff and delegate effectively	Desirable
2. 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.	Essential
3. Ability to lead, motivate, supervise and support staff	Essential
4. Good organisational skills with the ability to organise own workload effectively and to work independently	Essential
Experience and Qualifications	
19. At least 1 years' experience of working with people with learning and/or physical disabilities	Essential
20. Experience of working with people with autistic spectrum disorders	Desirable
21. Life experience and confidence in relating to people from a wide variety of backgrounds	Essential
22. Possession of NVQ (or working towards) or other relevant qualification	Desirable
23. Good standard of general education	Essential
24. Experience of working with IT and ability to trouble shoot	Essential
25. Experience working within a sensory environment or having lived	Desirable
CoverLetter Page 6 of 10	

experience of this	
Other	
26. Willingness to work flexible hours according to needs of the service; this includes evenings, weekends and Bank Holidays.	Essential
27. Willingness to attend training courses and events	Essential
28. Willing to accept feedback and guidance and to be accountable to colleagues and managers	Essential

**Salary up to £27,943 per annum depending on experience (Three point scale)**

Salary:

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)

**Hours of Work:**

Full time 37.5 , part time available no less then 22.5 hours. To be worked on site and flexibly according to operational business needs. 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:**

After two years' continuous service, 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. This bonus will only come into effect in the leave year after two full years' service. 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. 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.

### **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:**

Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two times' annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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's Travel Expenses policy. Please contact the HR Department for a copy of this.