



Creative Support Ltd, Head Office

Wellington House Tel: 0161 236 0829
131 Wellington Road www.creativesupport.co.uk
Stockport, SK1 3TS recruitment@creativesupport.co.uk

Multimedia Officer

Reference: 90277

Head Office, Stockport Town Centre

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: 26 March 2026

Once you have submitted your application form allow 14 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.

For more information on the role please contact Lauren Woods on 0161 236 0829 or lauren.woods@creativesupport.co.uk

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department



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JOB DESCRIPTION – MULTIMEDIA OFFICER

Head Office, Stockport Town Centre

Responsible To: Marketing and Communications Manager

Main Duties:

This post will be responsible for producing and editing high quality multimedia content, such as videos, photos and podcasts, to be used for various internal and external communications including our social media, website and publications.

Multimedia:

- 1.1** Develop and produce engaging and relevant multimedia content, such as videos, photography and podcasts, which will help to engage our audiences and raise the positive profile of Creative Support
- 1.2** Edit multimedia content to a high standard using the Adobe suite
- 1.3** Co-produce multimedia content with the people we support, our staff and other stakeholders, ensuring that the diversity of our Creative Community is reflected throughout our content
- 1.4** Travel to services and other venues across the country to film videos and take photos of events
- 1.5** Liaise with staff and people we support to ensure that projects are produced to deadlines, for instance, arranging filming and recording days
- 1.6** Ensure that all content produced is accessible to our audiences, eg. video captions and 'alt text' for photographs
- 1.7** Monitor and evaluate the feedback multimedia projects receive, using this information to further improve and develop future content
- 1.8** Work with the Marketing and Communications team to develop ideas around content which supports our Marketing initiatives

General Duties:

- 2.1** To ensure effective communication with line manager
- 2.2** To accept regular support and supervision from line manager
- 2.3** To carry out all work in a manner consistent with the aims and principles of Creative Support
- 2.4** To comply with and to implement the Equal Opportunities Policy of Creative Support
- 2.5** To maintain confidentiality at all times, in accordance with the agreed policy
- 2.6** To identify own training needs in discussion with line manager and to attend training events and courses as required

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- 2.7 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support
- 2.8 To undertake travel across England as required and work flexibly to meet deadlines
- 2.9 Any other duties as required

PERSON SPECIFICATION – MULTIMEDIA OFFICER

Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	A genuine interest in the social care sector in which Creative Support operates	Application	Essential
2	Experience in developing and producing multimedia content, eg. Producing videos, podcasts, photography etc	Application	Essential
3	A good knowledge of Adobe Premiere Pro	Application	Essential
4	A good knowledge of Adobe Photoshop and Audition	Application	Desirable
5	Ability/experience of working to deadlines and effective time management under pressure	Application	Essential
6	The ability to work flexibly according to the changing needs of our busy team	Application	Essential
7	The ability to develop good working relationships with all stakeholders	Application	Essential
8	Excellent organisational skills, including prioritisation of tasks	Application & Interview	Essential
9	Excellent customer service skills	Application & Interview	Essential
10	Ability to use feedback to improve future content	Application	Essential
11	Willingness to travel and work flexible hours	Interview	Essential
12	Commitment to treating all service users and families in a positive, respectful manner	Interview	Essential

TERMS AND CONDITIONS – MULTIMEDIA OFFICER

Head Office, Stockport Town Centre

Salary:	Up to £31,000 per annum pro rata depending on qualifications and experience	
	Point One:	£29,000 per annum
	Point Two:	£30,000 per annum
	Point Three:	£31,000 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

Available as full time (37.5 hours) or part time hours (including to support school hours) but these will be need to be office based. Some national travel required.

Holidays:

25 days plus 8 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:

All contracted employees are 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.

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.

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

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All employees are subject to enhanced DBS checks					

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 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 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.

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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 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.