



**Creative Support Ltd, Head Office**

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**Coproduction Centre Manager**

**Reference: 90278**

**'Creative Together' Centre, Manchester City 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: 30 March 2026**

**Once you have submitted or posted your application form allow 14 working days after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.**

Please return the completed application form to **Creative Support** in the enclosed Freepost envelope or to Recruitment, Wellington house, 131 Wellington Road south, Stockport.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope **must be done so using the correct postage amount**. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

Yours faithfully

A handwritten signature in black ink, appearing to read 'A. Weller', written over a light blue horizontal line.

**Recruitment Department**

Encs: Application Form  
Philosophy Statement  
Additional Information

**Finalised by: Sam Priestley Jan 2026**

## **JOB DESCRIPTION – COPRODUCTION CENTRE MANAGER**

### **Creative Together Centre**

**Hours:** 37.5 hours per week (flexible: to be worked according to a centre calendar and to include evenings, weekends, and some public holidays according to the needs of the service). Part time hours no less than 30 hours considered.

**Responsible to:** Service manager and Service Director

**Location:** The role is based at our National coproduction centre, Creative Together. Located in the heart of the Northern Quarter, Manchester city centre the Creative Together Centre boasts cosy exposed brick and wooden floors, and is adorned with a collection of art, textiles and stories that reflect an ethos of inclusivity and a passion for visibility. There is more information on the centre in the attached pages. Any potential applicant is welcome to visit the centre or call before applying.

The role will also have with some planned national travel. You will work closely with central marketing and other teams and work at Head office in Stockport when required.

**Team:** To be based at the centre and work closely with the experienced team. The team members have a range of specialist skills with a focus on 'support and membership' and also 'creativity and expression'. The role will support all staff, sessional workers, volunteers and co-producers.

**Core Role:** Creative Support provides and enables a national coproduction centre for its members for over 30 years. We have been based on our Swan Buildings home for nearly ten years. The Coproduction Centre manager will consolidate and grow the existing successful model and innovative approaches while future proofing our national coproduction centre within our organisational wide Coproduction strategy.

You will join a vastly experienced team who support and guide the centre to ensure the people we support feel included, supported and empowered. The Centre Manager will be flexible and motivated individual who will work across all the functions of the centre and develop the service over the next 5-10 years.

A key part of the role is to restart more well-being activities, to develop our weekend and evening offer and enhance our meeting up and Café services. A core task for the first year will be to recruit and support volunteers.

There are seven key elements to the role:

- Centre coordination of the groups and activities which are diverse, supportive and safe, these are largely run by experienced team members and sessional workers.

- Coproduction potential with people we support nationally and our attending members. You will work in close partnership with the Membership coordinator to ensure the centre is well utilised, accessible and delivered in coproduction with the members.
- To further develop the membership model, with membership Coordinator
- Ensuring a business model that is sustainable and enterprising and utilises volunteers.
- Ensuring the centre is safe and well run and provide outcome reports at planned intervals to the exec and Board.
- Promoting and developing wellbeing activities that support and contribute to the aims of Creative Support.
- Line managing and develop the dedicated centre team of staff and volunteers

This is an ideal role for a leader who has **substantial interpersonal skills, energy, business abilities, support skills and a clear commitment /vision for coproduction and empowerment of vulnerable people in our society.**

The successful post holder will also be a creative and brave person who is able to be the frontline leader of the initiative. You will have excellent communication skills and a firm background in social inclusion work and preferably in social care. You will be able to engage a range of stakeholder including the members themselves, board and external partners. You will have the insight to review and develop the centre and coordinate a stakeholder group where reports can be coproduction and then presented as required. Your vision will reach across our national 10-year Coproduction strategy.

### Aims of Creative Together

The aim of Creative Together (centre) is to work in a preventative way to reduce isolation and loneliness felt by many people with mental health, learning disabilities and other support needs by providing a warm, equal and friendly environment where people want to be. A space where individual develop their creativity and skills.

The centre is part of our Coproduction approach encapsulating important principles of ownership, involvement and value of everyone's contribution and skills. Principles such as 'nothing for me without me ' are key to the values and atmosphere of the centre.

This service aims to help people to gain confidence, take part in creative expression, participate in wellbeing, educational and artistic programmes and access training for employment. Where appropriate the service will also provide planned psychological and practical assistance to members in the management of their mental health problems and, by doing so, aim to reduce their need to access crisis or hospital services.

### Outline of responsibilities

## 1. Main Responsibilities:

- 1.1. To work within our coproduction strategy and agenda to promote member involvement and contribution, including leading member meetings, taking minutes, writing agendas and developing a strategy to support individuals in achieving their aspirations.
- 1.2. To develop and promote services such as life skills and wellbeing activities, and promote these to prospective members using a range of mediums such as our newsletter, web page and social media.
- 1.3. To run a new membership initiative and encourage new interest groups and sessions that attract a wider range of attendance from across Creative Support. To help coordinate the staff rota to ensure minimum cover for these sessions.
- 1.4. To work within the Creative support duty of care approach to keeping people safe and well supported while using the centre. To raise issues as required to senior management and ensure all relevant records and follow up is carried out , alongside our in house trained social worker.
- 1.5. To coordinate the Centre on a day to day basis and to ensure it is set up well with a clear business plan. To oversee the team to establish this plan.
- 1.6. To promote the centre and establish work with relevant stakeholders and to develop the mission and vision for the next 5-10 years within the Creative Support Coproduction strategy. To work alongside other regional centre's as they develop.
- 1.7. To produce a monthly/ quarterly calendar of events and activities and liaise with facilitators and sessional workers. Ensure there are regular celebration newsletters for members and communicate well through a range of social media.
- 1.8. To coproduce a quarterly outcomes report and an annual report. and
- 1.9. To support events and activities and ensure they are run in a safe and professional way.
- 1.10. To undertake all centre activities within in a coproduction ethos.
- 1.11. To supervise and support staff who come under the responsibility of this role.

## 2. Develop and manage the future of the centre

- 2.1. To establish and grow the business model and work to ensure the centre is well used, vibrant and can attract membership and patrons that ensure inclusive and self-funding events and activities.
- 2.2. To actively engage in the work and aims of Creative Support as company and ensure the centre reflects the needs of the full service user group.
- 2.3. To liaise with other coproduction spaces/hubs and activities across Creative Support
- 2.4. To provide reports and review the use and benefits of the centre including key quality of life benefits in order to develop the centre into the future. To report directly to the Exec team on this information when requested.
- 2.5. To apply for and attract funding and fundraising initiatives that funds elements of the centre activity. To work in conjunction with the fundraising team.
- 2.6. To attract positive publicity and promotion of the work and outcomes of the centre and to do this in conjunction with the Marketing team.
- 2.7. To managed the budget and any supplier or invoicing and ensure any monies are banked and managed well according to corporate standards
- 2.8. To stay abreast of new systems, processes and ways of working that ensure SMART working. To induct staff, members and volunteers into systems that support the running of the centre.

- 2.9. To utilise software systems such as ECCO (client software) to manage peoples data and risk management information confidentially and efficiently.

### **3. Coproduction, customer care and volunteering**

- 3.1. To develop the already vibrant coproduction approach and ensure this is promoted and fostered where possible.
- 3.2. To facilitate visitors and oversee a safe and accessible visitors policy
- 3.3. To ensure peoples right and responsibilities are well managed and offer an excellent customer care approach including managing any issues or complaints in an effective way.
- 3.4. To Support and develop a 'café / relaxation space' model in-conjunction with members and local staff team.
- 3.5. To recruit, train and support volunteers and co-producers to help run the centre work in close conjunction with the Complaints team.
- 3.6. To record outcomes, compliments and learn from the positive feedback as well as reflect on constructive feedback from customers.
- 3.7. To review and survey opinion and gain consensus and 'buy in' where possible.

### **4. Arts and creativity, Health and well being**

- 4.1. To work with the Centres Creative lead and relevant facilitators to plan and engage a variety of programmes, specialists and themed events which promote and engage the membership in positive life skills and experiences.
- 4.2. To be supportive and open minded in approach ensuring events meet the objectives of Creative Support and further our business plan and aims.
- 4.3. To engage the wider community, voluntary sector and partner agencies in creative events.
- 4.4. To develop more wellbeing sessions and activities which meet the diverse needs of the people we support.

### **5. Supporting people well and safeguarding**

- 5.1. To be flexible and responsive to the needs of vulnerable adults and people we support to ensure any issues are managed by escalating these appropriately
- 5.2. To respect the members (people we support) right to privacy and to ensure that their dignity and confidentiality is maintained at all times.
- 5.3. To take appropriate action in the event of unforeseen emergencies, ensuring that the Managers is promptly informed.
- 5.4. To work with the Membership coordinator to ensure those with support needs have the appropriate staff or provision in place to meet these. To hold the appropriate risk and or missing person information where required
- 5.5. To work in close conjunction with partners, emergency services and professional where required
- 5.6. To ensure accurate and detail records are kept and escalation to management and internal safeguarding teams within Creative Support

### **6. Property and Health and safety**

- 6.1. To liaise with building management and landlord in conjunction with our property team
- 6.2. To ensure repairs and any health and safety issues are managed
- 6.3. To ensure there are regular Health and safety checks in line with corporate and legal responsibilities and to report in a timely way any matters that need to be addressed.
- 6.4. To ensure the centre is left in a secure and safe way and manage the key holder system for other users of the centre
- 6.5. To oversee and manage the cleaning of the centre on a day to day basis and post events.
- 6.6. To ensure the centre is clear of clutter and storage is well organised. To regularly dispose of unwanted storage and use software to archive where possible.
- 6.7. To ensure GDPR and confidentiality is in place particularly for staffing and sensitive information.
- 6.8. To ensure a robust communication system for users of the centre so that issues are recorded and followed up
- 6.9. To ensure we supply the centre with the equipment and resources required and to see best value in this.

### Other

1. To work alongside the managers and departments at head office ensure smooth running and (where appropriate) take delegated responsibility for:
  - Health and Safety aspects
  - Membership and Referrals
  - Feedback and customer experience
  - Monitoring and evaluation of the service
  - Marketing and promotion
  - Assisting with events and development of the centre
  - Financial and administrative procedures
  - Other team functions
2. To ensure that accurate records are kept.
3. To ensure that all financial transactions are promptly and accurately recorded. To safeguard against any financial inaccuracies or fraud through checks and the use of robust systems
4. To respond flexibly to changing needs of the café service under the direction of the Managers.
5. To provide regular verbal and written feedback to the line manager.
6. To accept regular support and supervision from the line manager.
7. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
8. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.

9. To maintain confidentiality at all times, in accordance with the agreed policy.
10. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.
11. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
12. To take part in staffing the local lone worker system and if required any On Call Service as required by Creative Together centre
32. Any other duties required.

**PERSON SPECIFICATION – Coproduction Centre Manager**

	QUALITIES REQUIRED	HOW	ESSENTIAL
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		ASSESSED	OR DESIRABLE
1	Experience of supporting people in a social care context or related field, at least 2-years experience required	Application and interview	Essential
2	Experience of community / day centre services delivery	Application	Desirable
3	Experience of managing staff	Application and interview	Essential
4	Minimum of 6 months experience of working in any setting with people with support needs / vulnerable adults preferably in a coproduction culture.	Application	Essential
5	Degree-level qualification preferable in a related field	Application	Desirable
6	Experience liaising with other agencies and partners	Application/ interview	Essential
7	Excellent interpersonal skills	Interview	Essential
8	Experience of working as a team	Interview	Essential
9	Excellent customer care skills	Interview	Essential
10	Experience of supporting volunteers	Application	Desirable
11	Knowledge and experience of safeguarding and good practice in relation to vulnerable adults	App form / Interview	Desirable
12	Organisational and planning skills	Interview	Essential
13	A warm, respectful and positive approach to working with service users and colleagues	Interview	Essential
14	Willingness to work flexible hours according to the needs of each project by mutual agreement including evenings, weekends and bank holidays as required	Interview	Essential
15	Knowledge of social enterprising activity – entrepreneurial skills	Application / interview	Desirable
16	Experience of a co-production model and a commitment to Coproduction	App form / interview	Essential
17	Experience of running group sessions	App form / interview	Desirable
18	Confidence and skills in basic food preparation and serving food.	App form/ interview	Desirable

**TERMS AND CONDITIONS –**  
**Coproduction Centre Manager**  
**Creative Together Centre, Manchester**



**Salary: Up to £ 31,405 per annum.**

**Two-point scale based on experience**

	Per hour	Per annum
<b>Point 34</b>	£15.78	£30,764.48
<b>Point 35</b>	£16.11	£31,405.98

**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.

**Hours of Work:**

37.5 hours per week or part time hours available no less than 30 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service. Sleep-ins are additional to your contracted hours.

**Holidays:**

20 days plus 8 statutory days pro rata.

**Pay date**

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.

Weekly can be requested and will be considered.

**Birthday Holiday Bonus:**

After two years of 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. 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 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.

**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:**

£100.00 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 had 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 and laptop. 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.