



Creative Support Ltd
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Service Development Officer

Reference: 88309

Social Value Team, Head Office, Stockport

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: 23 April 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 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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JOB DESCRIPTION – SERVICE DEVELOPMENT OFFICER

Social Value Team, Head Office, Stockport

Responsible to: Senior Service Development Officer

The Role:

Working as part of our dynamic Social Value Team you will be involved in a range of initiatives that not only develop and aid mobilisation of new services but also add value to our services and local communities. You will be based at our friendly Stockport Head Office (with regular travel as required) and will learn and develop your knowledge in the sector by obtaining valuable opportunities through a variety of roles. This is a multifaceted, varied position within the organisation which will support delivery of services and mobilisations, development and social value commitments. You will do this by working with a wide variety of internal and external partners with whom you will be proactive in developing links with local communities, our services and teams.

As a busy and dynamic national charity with a track record of providing high-quality, person-centred services in over 70 local authorities, we are seeking an individual who is proactive and passionate about delivering social value and developing quality services for the people we support.

1. Social Value

- 1.1 Organise and deliver social value initiatives that have been identified by the Senior Service Development Officer
- 1.2 Identify opportunities to increase our social value delivery in areas where we provide services
- 1.3 Monitor, record and report our social value delivery for internal and external stakeholders
- 1.4 Maintain awareness of contractual social value requirements
- 1.5 Deliver presentations and workshops to small groups (approx. 10 people per group)
- 1.6 Help local services to deliver contractual social value requirements
- 1.7 Organise and attend regular progress meetings with services
- 1.8 Support the rest of the Social Value Team where required with Placements and Volunteering
- 1.9 Support volunteering and fundraising initiatives
- 1.10 Work with other departments within Head Office to embed social value within the organisation (e.g. to increase spend in local supply chains)
- 1.11 Support services with local and national mental health and wellbeing campaigns (e.g. reducing social isolation)

2. Service Development

- 2.1 **Service Mobilisation & Recruitment** – Support the setup of new services, assist with recruitment, and help local managers develop and document high-quality service provision.
- 2.2 **Training & Systems** – Co-ordinate training and implement systems to ensure all staff meet contractual training requirements.
- 2.3 **Community Mapping & Partnerships** – Build knowledge of local resources, maintain up-to-date area mapping, and develop joint initiatives with partners to add value and promote community contribution.
- 2.4 **Promotion & Profile Building** – Raise Creative Support's regional profile by promoting services, events, and positive outcomes, and linking with the marketing team on wider engagement initiatives.

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2.5 **Feedback, Inclusion & Development** – Gather service user feedback to shape improvements, promote access to community activities, and design and deliver workshops aligned to business needs.

3. Other

- 3.1 To accept regular support and supervision from line manager
- 3.2 To carry out all work in a manner 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 identify own training needs in discussion with line manager and to attend training/courses
- 3.5 To observe written policies, procedures and guidelines agreed by Creative Support
- 3.6 To undertake travel across England as required and work flexibly to meet deadlines
- 3.7 Any other duties as required

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PERSON SPECIFICATION – SERVICE DEVELOPMENT OFFICER

Social Value Team, Head Office, Stockport

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	A dynamic, creative, organised and passionate individual that is proactive and enthusiastic	Application & Interview	Essential
2	Ability to handle competing priorities and work in a fast-paced environment	Application & Interview	Essential
3	Ability to proactively manage own workload and take instruction from varying managers	Application & Interview	Essential
4	Ability to build and maintain positive relationships with internal and external stakeholders	Interview	Essential
5	Excellent written and verbal communication skills, including the ability to deliver workshops and presentations for small groups (approx. 10 people)	Application & Interview	Essential
6	Ability to produce high-quality documentation within concise timescales	Application & Interview	Essential
7	Excellent problem-solving skills, including finding compromises to meet challenges	Application & Interview	Essential
8	Excellent IT skills and a good working knowledge of Office applications (Word, Excel PowerPoint and Publisher)	Application & Interview	Essential
9	Ability to review and summarise information quickly and concisely	Application & Interview	Essential
10	Willingness to travel and work flexibly	Interview	Essential
11	Car driver and access to own vehicle	Application	Desirable
12	Degree level educated (relevant subject preferred)	Application & Interview	Desirable
13	Experience of mobilisation and/or development in some capacity	Application & Interview	Desirable
14	Knowledge or practical experience of supporting individuals with additional needs including mental health needs, physical disabilities, learning disabilities and Autism.	Application	Desirable

TERMS AND CONDITIONS – SERVICE DEVELOPMENT OFFICER

Social Value Team, Head Office, Stockport

Pay Structure:

Salary:	£13.61 per hour
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 hours 37.5 per week, to be worked flexibly as 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:

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. 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 does pay Statutory Sick 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.

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Pension:

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

Life Assurance:

Currently set at two time’s basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month employment. This scheme provides a death in service benefit of two time’s 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. 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 a regular basis to any of the registered charities either large or small.

WeCare 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:

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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 had 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 number of uniforms that provided will be depended 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.

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