



Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Business Support Coordinator

London

Reference: 85642

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: 15 June 2026

Once you have submitted your application form allow *7 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 candidates are subjected to DBS checks



JOB DESCRIPTION – BUSINESS SUPPORT COORDINATOR

London

Accountable To: Senior Managers/Service Director

Main Duties:

Working closely with the Service Director on a host of duties. Facilitating the delivery of our support services across London/Essex in partnership with our local Management Teams and central services.

About Us

Creative Support is a Registered Society with Charitable Status, committed to using our resources to deliver the best possible service and to creating opportunities for individuals we support.

We were initially set up in 1990 to support individuals in Manchester with mental health needs to move from hospital back to the community. We have grown considerably since then and now deliver services in over 70 Local Authorities to support individuals with a wide range of needs across a number of service types including supported living, supported housing, residential care, community support, floating support, extra care, respite and day services. We provide services for people with a learning disability, autism, mental health, acquired brain injuries and complex health needs, sensory and physical disabilities, complex needs (including behaviour which can challenge services), chaotic lives and socially excluded groups (including individuals who are homeless, misuse substances or have a forensic history).

All our services are individualised, person centred and deliver valued outcomes, as we passionately believe that our service users have the right to live personally meaningful lives and be supported to reach their full potential. Our services for people with a learning disability are based on person centred approaches and ordinary life principles, whilst our mental health services promote recovery and social inclusion.

Your Role

You will provide efficient support to services dedicated to supporting adults with learning disabilities, as well as older people with a range of support needs. You will have the opportunity to work closely with the Service Director, who has oversight of all London and Essex services, consisting of over 700 staff and 600 clients. An excellent standard of verbal and written English is essential as well as an interest in working in the not-for-profit/health and social care sector. The role also requires an individual with strong numerical proficiency and excellent attention to detail in order to manage accurate financial records and service invoicing.

We are looking for an individual with gumption and a can-do attitude to join our expanding London team, providing administrative and operational support to our services across 11 different boroughs in London and Essex. The successful candidate will have a flexible base, including in the main London office in North London along with undertaking frequent travel to other parts of London/Essex to support our services as needed.

Frontline Delivery

- 1.1 Completing a variety of tasks allocated by the Service Director.
- 1.2 Maintaining spreadsheets of all staff in post against commissioned hours at each site.
- 1.3 Undertaking rota checks to ensure all commissioned hours are delivered and staff allocated.
- 1.4 Working with our central Bank Team to agree agency bookings.
- 1.5 Monitoring agency expenditure against local and national KPI's.
- 1.6 Writing job packs and adverts to fill vacancies.
- 1.7 Working with the Recruitment Team to ensure roles are advertised.
- 1.8 Planning and supporting interviews.
- 1.9 Monitoring overtime for staff and services.
- 1.10 Helping to set up new services.

Finance

- 1.11 Complete invoicing schedules for the finance team to reflect frontline delivery.
- 1.12 Following up in addressing overdue and aged debt.
- 1.13 Monitoring financial performance of services against budgets.
- 1.14 Ensuring uplifts are requested and maintaining records of correspondence.
- 1.15 Ensuring all appropriate teams and staff are engaged in the proactive financial management of services.

General Duties

- 1.16 To ensure effective communication with the line manager.
- 1.17 To accept regular support and supervision from line manager.
- 1.18 To carry out all work in a manner consistent with the aims and principles of Creative Support.
- 1.19 To comply with and to implement the Equal Opportunities Policy of Creative Support.
- 1.20 To maintain confidentiality at all times, in accordance with the agreed policy.
- 1.21 To identify own training needs in discussion with line manager and to attend training events and courses as required.
- 1.22 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 1.23 To undertake travel across England as required and work flexibly to meet deadlines.
- 1.24 Any other duties as required.

PERSON SPECIFICATION – BUSINESS SUPPORT COORDINATOR

London

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Degree or equivalent qualification	Application	Essential
2	Ability/experience of working to deadlines and effective time management under pressure	Application & Interview	Essential
3	A working knowledge of relevant Office applications (Word, Publisher and PowerPoint)	Application & Interview	Essential
4	Excellent organisational skills, including prioritisation of tasks	Application & Interview	Essential
5	Strong numerical proficiency	Application & Interview	Essential
6	Excellent written and verbal communication skills	Interview	Essential
7	The ability to work flexibly according to the changing needs of our busy team	Application & Interview	Essential
8	A keen analytical mind, with the ability to review and summarise information quickly and concisely	Application	Essential
9	Ability to problem solve, including driving collaborative problem solving with colleagues	Application & Interview	Essential
10	Ability to work well as part of a team using emotional intelligence and effective joint working	Application & Interview	Essential
11	Excellent customer service skills and a willingness to support colleagues to achieve deadlines	Application & Interview	Essential
12	Willingness to travel and work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
13	Genuine interest in health and social care policy, our person centred values and the quality service of provision	Interview	Essential
14	Willingness to attend training courses and events	Interview	Essential
15	Commitment to treating all service users and families in a positive, respectful manner	Interview	Essential

TERMS AND CONDITIONS – BUSINESS SUPPORT COORDINATOR

London

Salary:	Up to £34,000 per annum	
	Point One:	£33,000 per annum / £16.92 per hour
	Point Two:	£34,000 per annum / £17.43 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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Bank Holidays:

We do not pay enhancements for working evenings, weekends or any other public holiday.

Hours of Work:

Full time (37.5hrs per week)

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

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 less than 37.5 hours. We take a positive view of part-time work.

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 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 month 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. 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.

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 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 amount 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.