Creative Support Ltd
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Business Support Officer

Reference: 93221

Blackpool, Lancashire

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: 1st June 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

JOB DESCRIPTION – BUSINESS SUPPORT OFFICER
Blackpool, Lancashire

Accountable to: **Registered Manager / Service Director**

The Role:

You will provide efficient support to services dedicated to supporting adults with learning disabilities. You will work closely alongside the Registered Manager and experienced local management team. The role will work across the Blackpool services, based at the local office in Blackpool.

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.

We are looking for an individual with gumption and a can-do attitude to join our team, providing administrative and operational support to our services.

As a Business Support Officer with Creative Support, you will be responsible for providing a variety of different functions, including (but not limited to): Supporting with our recruitment and retention strategy, providing routine administrative support to our busy services, supporting with rotas, timesheets and shift cover, conducting themed audits within services, monitoring and co-ordinating responses to incidents, recording supervision and training records for staff, completing a regular newsletter showcasing all the good outcomes our services help to produce, and leading on telephone queries.

In terms of administration, you will undertake a range of administrative tasks ensuring our services maintain excellent quality compliance, you will assist the management team in ensuring staff are deployed correctly on rotas, and well as be involved in senior level management meetings, including minute taking and preparing reports.

In terms of the recruitment function, you will have an eye for detail vetting recruitment documentation, you will support the services by leading on recruitment including processing applications, sending out job packs to potential applicants and screening potential applicant CV's. The role will require you to deal directly with candidates and respond to any recruitment related queries in a professional manner. You will also update and maintain the relevant recruitment records on a daily basis and support in the coordination of local interviews. It is essential that you deliver excellent customer service at all times.

In terms of the quality function, you will support the management team by conducting themed audits at services to ensure we maintain our excellent quality standards.

A genuine interest in and awareness of the wider social care sector is desirable. Continuous professional development will be provided but you must be able to work independently and flexibly to meet the goals and changing needs of the organisation.

Due to the nature of the role you will need to have access to a car due to the location of the services.

Administration

1. Support with confidential personnel meetings such as grievances, complaints investigation and disciplinary meetings, events and interviews, including the booking of rooms/venues and the efficient distribution of agendas and minutes.

1.1 Ensuring the department working areas are kept tidy and well maintained at all times.

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 To organise the approval of timesheets, overtime and expense claims for employees. To ensure these are scanned, saved and submitted in a timely way to head office Payroll Department.

1.7 Monitoring overtime for staff and services.

1.8 Assist the Management Team in organising shift cover and ensuring staff are effectively deployed to meet service user's needs.

10. To prepare monitoring statistics and reports as directed by the Senior Team including contract reports.

2. Recruitment Responsibilities

2.1 Work alongside the Registered Manager and Management Team in respect of all recruitment and advertising of current opportunities at the service including attendance at recruitment events, developing initiatives that would attract candidates.

2.2 Writing job packs and adverts to fill vacancies.

2.3 Working with the Recruitment Team to ensure roles are advertised.

2.4 Pre-screening shortlisted applications

2.5 Inviting candidates in for interviews

2.6 Arranging the interview rota and being part of interviews when required

2.7 Being a point of contact for applications and answering queries about the process

2.8 Collating all recruitment paperwork and send to head office to process applicants

2.9 Be part of the interview panel

2.10 Oversee the local bank staff list

2.11 Research various initiatives and proactively consider innovate recruitment and development ideas.

3. Quality Responsibilities

3.1 To take a proactive approach to gaining a thorough knowledge and understanding of agency policies, management and governance structures and decision making processes. To keep up to date in respect of policy development in the Health and Social Care Sector.
Support the management team in conducting service audits and reviews, including development of action plans to ensure high quality delivery

3.2 Support the management team to address any areas of underperformance and to achieve internal & external standards

3.3 Ensure all recruitment paperwork is maintained to a high standard, collating records and files in preparation for upcoming CQC (Care and Quality Commission) service inspections.

3.4 Develop and maintain efficient and effective office systems, data collection and management processes. This will include supporting with delivering electronic systems, keeping accurate and accessible records, the post holder will be responsible for the collection, storage and oversight of key logs relating to social care governance, including: incidents, accidents, complaints, compliments, safeguarding, whistleblowing and CQC notifications.

4. Social Value and Development Responsibilities

4.1 Helping to set up new services.

4.2 Support with the development of volunteers throughout the service, setting up new social activity groups and engaging the wider community and coproduction.

4.3 Expanding your knowledge of the services you will be based across and the service users to assist in promoting opportunities and being able to answer service related queries

4.4 Develop meaningful community connections that support recruitment and volunteering within services.

4.5 Work with our social value team to create opportunities for placements within services

4.6 Develop links with central head office departments and promote initiatives, share good news stories including creating the local Creative Support Newsletter and contribute to wider discussions when required.

4.7 Source networking opportunities to promote new and exciting community links

5. General Duties

5.1 To plan own work load and take direction from the Senior Operations Manager

5.2 To accept regular support and supervision from line manager

5.3 To carry out all work in a manner consistent with the aims and principles of Creative Support

5.4 To maintain confidentiality at all times, in accordance with the agreed policy

5.5 To comply with and implement the Equal Opportunities Policy of Creative Support.

5.6 To identify own training needs in discussion with line manager and to attend training/courses

5.7 To observe written policies, procedures and guidelines agreed by Creative Support

5.8 To undertake travel across the areas as required and work flexibly to meet deadlines

5.9 Any other duties as required.

PERSON SPECIFICATION – BUSINESS SUPPORT OFFICER
Blackpool, Lancashire

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	Degree or equivalent qualification	Application & Interview	Desirable
2.	Ability/experience of working to deadlines and effective time management under pressure	Application & Interview	Desirable
3.	Knowledge or practical experience of supporting individuals with additional needs including mental health needs, physical disabilities, learning disabilities and Autism.	Application	Desirable
4.	Recruitment and administrative experience	Application & Interview	Essential
5.	Ability to proactively manage own workload and take instruction from varying managers	Application & Interview	Essential
6.	The ability to work flexibly according to the changing needs of our busy team	Application & Interview	Essential
7.	Ability to develop positive relationships with all stakeholders, particularly service users and families	Interview	Essential
8.	Excellent written and verbal communication skills	Application & Interview	Essential
9.	Able to produce high quality documentation within concise timescales	Application & Interview	Essential
10	Excellent problem solving skills, including finding compromises to meet challenges	Application & Interview	Essential
11	Excellent IT skills and a good working knowledge of Office applications (Word, Excel PowerPoint and Publisher)	Application & Interview	Essential
12	Ability to review and summarize information quickly and concisely	Application & Interview	Essential
13	Willingness to attend training courses and events	Interview	Essential
14	Willingness to travel and work flexibly	Interview	Essential
15	Car driver and access to own vehicle	Application	Essential
16	Commitment to treating all service users and families in a positive, respectful manner	Interview	Essential

Pay Structure:

Salary:	£26,130 Per Annum Pro Rata Depending On Qualifications And Experience
Point 1	£13.10 Per Hour - £25,545 Per Annum
Point 2	£13.20 Per Hour - £25,740 Per Annum
Point 3	£13.40 Per Hour - £26,130
Please Note: Please note: 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 the month	

Hours of Work:
22.5 hours per week on Monday, Wednesday, Thursday.

DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service checks and SOVA checks.

Holidays:
25 days per annum plus eight statutory days pro-rata.

Probationary Period:
The first four months will constitute a probationary period. On successful completion, 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 the criteria below:

- Creative Support pay for the first three days of any sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

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

Life Assurance:
All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Hospital Saturday Fund:
All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:
As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at theme parks, shops, restaurants and various on-line stores.

Christmas and New Year Bank Holidays
An enhancement at double time is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

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 and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Care Certificate and Level 2/3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are enrolled onto Level 2/3 Health and Social Care Diplomas. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:
You are entitled to one additional day (pro rata for part time employees) of paid 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.

Employee Assistance Service:
This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Annual Rail Ticket:
Discounted annual rail season ticket plans may be made available to employees.

Payroll Giving:
This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:
We recognise our 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:
A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:
Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Uniform:
If applicable for your service you will be provided with a free 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 and laptop 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.

Use of Car for Business Purposes:
A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.