



Creative Support Ltd, Head Office

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Team Manager – Safety and Risk
Head Office, Stockport Town Centre

Reference: 84371

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: 0 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 candidates are subjected to enhanced DBS checks.



JOB DESCRIPTION – TEAM MANAGER – SAFETY AND RISK

Head Office, Stockport Town Centre



Hours: 37.5 hours a week (part time will be considered no less than 30 hours. The working pattern will be considered and will depend on work assignments and requirements of the role)

Responsible to: Service Director

The Role:

We are seeking exceptional applicants for the new post of Team Manager - Safety and Risk, based at our head office in Stockport to lead on the management of our Health and safety functions. The Team Manager - Safety and Risk will be a key member of our Heads of Team and will contribute to our wider success and positive reputation. This new role would be ideal for a competent, experienced Health and Safety professional keen to take on a role that makes a real difference to the people we support and our staff.

This varied role will include specific responsibilities for:

- Line Management of the Health & Safety team and operational functions
- Providing a responsive and customer-focused Health & Safety Helpdesk
- Ensuring compliance with safety legislation and regulations
- Oversight of incidents, accidents & RIDDOR cases (including appropriate escalation & follow up)
- Undertaking investigations and supporting the Executive Team with incident management, identifying root causes, leading/attending strategy meetings and implementing follow up actions
- Case management of insurance claims and other high risk safety cases
- Collating and presenting data and writing professional reports
- Providing accurate data, reports, advice and assurance to the Executive Team and Board
- Collaborating across departments to ensure effective safety governance & risk management
- Reporting to and working effectively with regulatory bodies & other external stakeholders as required
- Oversight of our vehicles management function and line management of the Vehicles Officer
- Development and ongoing management of the Health & Safety inspection programme
- To devise and implement safety-related campaigns and the dissemination of safety information

Main Duties – Risk Management:

- 1.1 Contribute to our overall approach to Risk Management.
- 1.2 Lead on initiatives to actively reduce risk through proactive interdepartmental working, robust management measures and controls checks .
- 1.3 Attend and report to our Social Care Governance meetings on areas related to safety and risk.
- 1.4 Produce all required reporting to the Executive Team, Sub-Committees and Board.
- 1.5 Collate risk related data and share detailed analysis to contribute to organisation wide learning and proactive approaches to risk.

- 1.6 Ensure our incident reporting processes are robust and regularly reviewed to ensure we are capturing the data and intelligence in the most effective manner.
- 1.7 Develop and maintain the organisation's risk register, ensuring risks are accurately recorded, reviewed, and escalated appropriately.
- 1.8 Provide expert advice and guidance to managers and teams on risk identification, assessment, and mitigation strategies.
- 1.9 Lead on the investigation of serious incidents, ensuring root cause analysis is completed and learning is embedded across the organisation.
- 1.10 Work closely with Quality, Safeguarding, and Operational teams to promote a positive safety culture and shared learning.
- 1.11 Monitor and review trends in incidents, complaints, and near misses to identify emerging risks and recommend preventative actions.
- 1.12 Support services in preparing for inspections and audits, providing assurance on risk and safety arrangements.

Main Duties – Health and Safety:

- 1.13 Chair the health and safety committee and ensure all reports are provided and agreed actions are followed-up.
- 1.14 Oversee the recruitment, induction and training of the Health & Safety Team.
- 1.15 Ensure all Officers and Practitioners within the Health & Safety Team (currently a team of 5) are regularly supervised and supported to achieve performance expectations.
- 1.16 Report on a set of KPI's and metrics for the team that foster a culture of safety and performance.
- 1.17 Lead and embed a team culture that is proactive, professional and responsive.
- 1.18 Deploy team members to ensure effective management of the helpdesk and inbox queries, the programme of Health & Safety Inspections, Fire Risk Assessments and Incidents.
- 1.19 Maintain excellent records in terms of all Health & Safety incidents, including oversight of accurate documentation accurate records, data input and management of cases.
- 1.20 Contribute data and commentary relating to risk and safety for tender submissions and board reports including social care governance.
- 1.21 Develop documentation and toolkits to assure local good practice when in all aspects of Health & Safety.
- 1.22 Triage and identify cases that meet the RIDDOR criteria and submit notifications within the required timescales.

- 1.23 Oversee RIDDOR cases in partnership with the HR Department, ensuring accurate, responsible reporting with robust follow up.
- 1.24 Support the development and delivery of any H&S related training as required.
- 1.25 Participate in any Multi-Disciplinary Team meetings as required to respond to any issues that arise and ensure we are meeting our responsibilities.

Main Duties – Policies and Procedures:

- 1.26 Contribute to the development of agency standards in partnership with the Executive Management Team.
- 1.27 Reviewing and drafting corporate policies and procedures relating to risk and safety and updating policies in light of legislative and best practice to reflect agreed standards and HSE Guidance.
- 1.28 Disseminate and promote new health and safety policies ensuring organisational understanding and compliance.
- 1.29 Devise awareness and good practice campaigns to ensure knowledge of and adherence to agreed practice.
- 1.30 Ensure compliance with relevant legislation, regulation, and best practice standards (e.g. safeguarding, health and safety, and quality standards).

Main Duties – Vehicles:

- 1.31 Oversight of the provision of vehicles to staff and individuals across the organisation including maintaining robust records and regular safety checks and compliance for all vehicles.
- 1.32 Direct line management of the Vehicles Officer.
- 1.33 Ensure organisational standards are adhered to by issuing clear communications and guidance to ensure safe vehicle use and efficient management of company vehicles.
- 1.34 Liaison with the insurers and third parties as required including oversight of contracts and partnerships with suppliers.

Main Duties – Insurance:

- 1.35 Maintain a positive relationship with our insurers & act as a key point of contact for claims oversight and correspondence.
- 1.36 Ensure information is provided in time for renewals and any ongoing cases.
- 1.37 Act as a point of contact for any claims, ensuring all processes are robustly followed.
- 1.38 Submit regular weekly and ad hoc reports when required to the insurers and provide all information requested in a timely manner.
- 1.39 Alongside HR, attend case conferences for incidents that meet the criteria.

General Duties:

- 1.40** Undertake any required training or learning to ensure up to date knowledge of legislation and current good practice and compliance in the management of risk and safety in the social care, Housing and Health and Safety sector.
- 1.41** To engage in regular supervision with the identified line manager and to produce verbal and written progress reports relating to areas of responsibility.
- 1.42** To support team members in their learning and development.
- 1.43** To carry out all work undertaken in a proactive diligent manner which reflects the aims and philosophy of Creative Support.
- 1.44** To respond positively to all reasonable requests for advice and assistance.
- 1.45** To maintain confidentiality at all times in accordance with to Creative Supports Policy and the framework of the Data Protection Act.
- 1.46** To undertake frontline duties as required.
- 1.47** To observe company policies, procedures and guidelines for good practice.
- 1.48** Any other duties as required.

PERSON SPECIFICATION – TEAM MANAGER – SAFETY AND RISK

Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Relevant experience of safety and risk management in a regulated social care, health care or social housing environment	Application & Interview	Essential
2.	Degree and/or relevant health and safety professional qualification	Application	Essential
3.	Minimum of 3 years' experience of leadership & management of teams and functions	Application	Essential
4.	Excellent data management and analytical skills	Application & Interview	Essential
5.	Ability to produce professional reports, and generate professional business correspondence	Application & Interview	Essential
6.	Good level of IT skills, including proficiency in the use of Databases, Word, Excel, PowerPoint and Outlook	Application & Interview	Essential
7.	Excellent verbal communication including listening and presentation skills with the ability to adapt communication style to suit the audience	Application & Interview	Essential
8.	Experience of multi-disciplinary and cross departmental working	Interview	Essential
9.	Critical thinking skills and ability to solve complex problems	Interview	Essential
10.	Excellent organisational, time management and delegation skills and the ability to manage competing priorities	Application & Interview	Essential
11.	Excellent skills in managing, interrogating data with diligence and attention to detail.	Application & Interview	Essential
12.	Experience of dealing politely, helpfully & assertively with a wide range of people internally and externally.	Application & Interview	Essential
13.	Ability to demonstrate self-management and personal resilience in a fast paced environment.	Interview	Essential
14.	Willingness to work flexibly according to the changing needs of the organisation	Application & Interview	Essential
15.	Ability and willingness to undertake national travel (which is largely planned well in advance)	Application & Interview	Essential
16.	Commitment to excellent safeguarding good practice, customer care and to providing an outstanding experience to people we support	Application & Interview	Essential
17.	Ability to drive (a lease or pool car can be provided)	Application	Desirable

Salary:	Up to £42,000 per annum pro rata	
	Point One:	£39,000 per annum
	Point Two:	£40,000 per annum
	Point Three:	£41,000 per annum
	Point Four:	£42,000 per annum
<p>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. The scale Point 3/4 relate to over 4 years' experience in a senior quality or health and social care management role or social care management or related field with relevant skills</i></p>		

Hours of Work:

37.5 hours per week including weekends and public holidays according to the needs of the service. There is a need to periodically and usually with planning travel across the country. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. Flexibility will then be considered within the working week to enable time for admin elements of the role. Part time role available 30 hours or more.

Holidays:

25 days per annum 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:

You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken three 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 Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support pay SSP 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after six 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.

Achieve Q Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every two 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.

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.