



Creative Support Ltd

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Social Media Officer

Reference: 90417

Head Office, Stockport Town Centre

Closing Date: 04 June 2026

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.

Once you have submitted your application form allow 14 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

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

Recruitment Department

All candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – SOCIAL MEDIA OFFICER
Head Office, Stockport Town Centre



Responsible To: Head of Marketing and Communications

Main Duties:

The Social Media Officer will, alongside the Head of Marketing and Communications, oversee Creative Support's social media channels and content. They will work collaboratively with the Communications and Multimedia teams to ensure content is relevant, creative and engaging. They will also establish a network of colleagues across the country to oversee local social media pages, ensuring pages are well-maintained and frequently updated with exciting content.

Social Media

- 1.1. Ensure that Creative Support's national social media channels feature relevant, interesting and engaging content suited to each audience.
- 1.2. Produce social media stories in line with our online strategy and goals.
- 1.3. Work with regional colleagues to ensure local social media pages are performing optimally and sharing best practice as part of an established network of social media administrators across services.
- 1.4. Develop and maintain relationships with staff across the country to encourage 'Good News' engagement.
- 1.5. Set up publishing schedules for articles and stories, monitoring impact through analytics.
- 1.6. Using analytics and learnings to refine our social media strategy.

General Duties:

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

PERSON SPECIFICATION – SOCIAL MEDIA OFFICER
Head Office, Stockport Town Centre



	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	An understanding of the social care sector in which Creative Support operates	Application & Interview	Essential
2	An understanding of the social media platforms Creative Support uses and plans to use in the future (Facebook, Instagram, LinkedIn and TikTok)	Application & Interview	Essential
3	Experience in writing and editing text	Application & Interview	Essential
4	Degree level educated (preferably in a literate discipline e.g. English, history etc. or relevant subject area such as social policy)	Application	Desirable
5	A good eye for the type of imagery that works best for social media and each platform	Application & Interview	Essential
6	Excellent communication skills and ability to write succinct, persuasive text	Application & Interview	Essential
7	Ability/experience of working to deadlines and effective time management under pressure	Application & Interview	Essential
8	The ability to work flexibly according to the changing needs of our busy team	Application & Interview	Essential
9	Ability/experience of analysing social media analytics	Application & Interview	Essential
10	Excellent organisational skills, including prioritisation of tasks	Application & Interview	Essential
11	Willingness to travel and work flexible hours	Interview	Essential
12	Commitment to treating all people we support and families in a positive, respectful manner	Interview	Essential

Salary:	Up to £31,000 per annum pro rata depending on qualifications and experience	
	Point One:	£29,000 per annum
	Point Two:	£30,000 per annum
	Point Three:	£31,000 per annum

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 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.*

Hours of Work

Available as full time (37.5 hours) or part time hours (minimum 30 hours). This is an office-based role with some national travel 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:

All contracted employees are 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. 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 your 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 pay Statutory Sickness 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.

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 from your pay on a regular basis to any registered charities.

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 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 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, 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.