



**Creative Support Ltd, Head Office**

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**Trainee Business Development Officer**

**Reference: 91432**

Tendering Department

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:** 13 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](mailto: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. Webb', written over a light blue horizontal line.

**Recruitment Department**

**All candidates are subjected to enhanced DBS checks.**



## **JOB DESCRIPTION – TRAINEE BUSINESS DEVELOPMENT OFFICER**

**Location:** Head Office, Stockport (occasional travel as required)

**Responsible To:** Business Development Manager

**In this pack you will find:**

- Creative Support Overview
- Role Overview
- Our Commitment to you
- Technical Job Description
- Employment terms & benefits

### *Our values are important to us:*

We are a passionate, inclusive and anti-racist organisation. We promote independence, dignity, equality, rights and inclusion when designing and delivering services. We embrace diversity and encourage applicants from all backgrounds and cultures. As a proud Stonewall Diversity Champion we actively encourage applications from the LGBTQ+ community. We welcome and support applications from people with a disability, as a Disability Confident Employer.

### **Creative Support Overview**

Creative support is a hugely successful, dynamic and diverse provider of health & social care services. We operate with charity status across 80+ local authorities in England, with a turnover of over £180 million.

We were initially set up in 1990 to support individuals in Manchester with mental health needs to move from hospital back to the community. In 35 years we have grown considerably and are now delivering a wide variety of support to over 6000 people within a range of service models including supported accommodation, community hubs, floating support, extra care and short breaks.

We currently support people with a learning disability, autism, mental health needs, older people, complex lives and socially excluded groups. We are also a Registered Social Landlord, supporting a further 1200 tenants in properties which we own or manage. Our Tendering Team have a national remit managing bid and business development functions for the entire organisation.

Creative Support has Mindful Employer, Halo Code and Disability Confident accreditation, and we are an Investors in People Gold organisation.

### **Role Overview**

The Trainee Business Development Officer role is a multifaceted and varied position, offering excellent opportunities to build skills & knowledge across different areas of our social care delivery. You will have the opportunity to work across a range of projects and teams including bid writing, mobilising & developing new services and social value initiatives. You will work closely with the Director of Business Development and Business Development Manager, who will offer on the job mentoring across your work.

Your main role will be supporting the Tendering Team in the development of successful bids & proposals for new and existing contracts. You will be involved in entire bid writing process, including feasibility analysis, decision & development meetings with executive and operational managers, research, gathering input from local managers, writing quality submissions, through to any second stage presentations & interviews. You will be supported to develop a clear and practical writing style and knowledge required to convey our service models and proposals.

As part of bid writing, you will have a key role in the development of our social value & community proposals, connected with your wider work streams. Working with our Social Value & Development Teams you will support delivery of our social value commitments, service mobilisation & other development projects which may include activities & events, impact reporting, supporting local teams in the planning & delivery of their social value plans and building relationships with commissioners and a variety of community partners.

You will work flexibly across service areas such as learning disability, mental health, older people and complex lives provision, will on the job and formal training to build effective skills as well as lots of opportunity to use your own knowledge and ideas.

#### **Our commitment to you**

- Hands-on training in bid writing, social value delivery & wider business development across multiple service areas
- Career progression opportunities within our Business Development Teams after 12 months
- Flexibility to pursue and develop areas of personal interest
- Friendly and Inclusive workplace, including LGBTQ+ and Anti-racism staff networks
- 25 days annual leave and time off in lieu
- Additional birthday bonus day of leave
- Flexible working hours
- Organisation focus on wellbeing, including free Employee Assistance Programme and holistic support offers for staff

## TECHNICAL JOB DESCRIPTION

### 1 Bid Writing & Development

- 1.1 Contribution to end to end bid development in accordance with requirements and deadlines
- 1.2 Carry out timely, detailed review of all received tender documentation, prepare summary information and flag any aspects which may require further investigation
- 1.3 Facilitate and contribute to tender development & decisions meetings
- 1.4 Carry out effective research and analysis of internal & external information to inform tender submissions
- 1.5 Write qualitative elements for tenders, EOIs, proposals, presentations & written interview materials in accordance with deadlines and commissioner requirements
- 1.6 Develop tailored qualitative and quantitative social value proposals & written responses as part of tender submissions
- 1.7 Produce relevant descriptions, case studies and information about our existing delivery as part of submissions
- 1.8 Arrange involvement of relevant directors, operational managers and department leads in tender development, including attendees for interviews and presentations
- 1.9 Attend tender briefings, conferences, post tender award meetings and training events, ensuring the relevant information is summarised and fed back effectively
- 1.10 Contribute to non-qualitative elements for submissions as required alongside our Business Support Officers
- 1.11 Any other contribution as required to support the submission of high quality tenders, selection questionnaires, framework agreements and any other supporting information requested as part of the tender process
- 1.12 Work collaboratively with colleagues to edit/proof read each other's written work to a high standard
- 1.13 Ensure that all information held on our systems for the purpose of tendering activities is kept accurate and up to date
- 1.14 Use feedback from all tender outcomes to inform future submissions

### 2 Social Value & Service Development:

To work as part of the Social Value and Service Development Teams to support:

- 2.1 Design, organise and deliver social value initiatives in line with local and organisational commitments
- 2.2 Identify opportunities to increase our social value delivery in areas where we provide services
- 2.3 Monitor, record and report our social value delivery for internal and external stakeholders
- 2.4 Work with local teams to design and implement initiatives and campaigns to enhance service delivery and achieve commissioning objectives
- 2.5 Build knowledge of local resources and develop joint initiatives with partners to add value
- 2.6 Work alongside the Director of Business Development and Business Development Lead on any other projects as necessary

### 3 Other

- 3.1 Provide excellent customer service in response to internal and external queries
- 3.2 Ensure effective communication with the line manager.
- 3.3 Accept regular support and supervision from line manager.
- 3.4 Carry out all work in a manner consistent with the aims and principles of Creative Support.
- 3.5 Comply with and implement the Equal Opportunities Policy of Creative Support.
- 3.6 Maintain confidentiality at all times, in accordance with the agreed policy.
- 3.7 Identify own training needs in discussion with line manager and to attend training events and courses as required.

- 3.8 Observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 3.9 Undertake travel across England as required and work flexibly to meet deadlines.
- 3.10 Any other duties as required.

## PERSON SPECIFICATION

|    | QUALITIES REQUIRED   | How Assessed                      | Essential / Desirable? |
|----|--|-----------------------------------|------------------------|
| 1  | A dynamic, creative and organised individual who is passionate about the support we provide                    | Application & Interview           | Essential              |
| 2  | Ability to work to deadlines and manage competing priorities in a fast-paced environment                       | Application & Interview           | Essential              |
| 3  | Ability to proactively manage own workload and work flexibly between different assignments                     | Application & Interview           | Essential              |
| 4  | Ability to review and summarise information quickly and concisely  | Application, Interview & Exercise | Essential              |
| 5  | Ability to produce high-quality documentation within concise timescales  | Application & Interview           | Essential              |
| 6  | Ability to turn 'raw information' into a structured, relevant and creative responses to a tender question      | Application, Interview & Exercise | Essential              |
| 7  | Ability to build and maintain positive relationships with internal and external stakeholders                   | Application & Interview           | Essential              |
| 8  | Excellent communication and problem-solving skills   | Application & Interview           | Essential              |
| 9  | Ability to apply knowledge, learning and use initiative  | Application & Interview           | Essential              |
| 10 | Excellent IT skills and a good working knowledge of Office applications (Word, Excel PowerPoint and Publisher) | Interview & Exercise              | Essential              |
| 11 | Willingness to travel and work flexibly  | Interview                         | Essential              |
| 12 | Knowledge or practical experience of writing of proposals, reports or bids                                     | Application, Interview & Exercise | Desirable              |
| 13 | Experience of a Business Development role in some capacity   | Application & Interview           | Desirable              |
| 14 | Degree level educated or equivalent by experience  | Application & Interview           | Desirable              |
| 15 | Understanding of social care and the wider policy context  | Application & interview           | Desirable              |

## EMPLOYMENT TERMS AND BENEFITS



|  |                          |        |
|--|--------------------------|--------|
| <b>Salary:</b>   | <b>£28,500 per annum</b> |        |
|  | <b>Point One:</b>        | 27,500 |
|  | <b>Point Two:</b>        | 28,500 |
| <b>Please Note:</b> <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> |                          |        |

### Hours of Work:

Full time hours (37.5) or part time hours (minimum 22.5), with working pattern to be agreed with successful candidate.

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.

### Holidays:

25 days plus 8 statutory days (pro-rata if part time)

### Bank Holidays:

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 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 checks.

### Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

### Probationary Period:

The first six 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 pays for the first three working 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.

### **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
- Carers leave up to 5 days per annum

### **Pension:**

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

### **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.

### **Inclusive workplace:**

Opportunity to be part of our staff led LGBTQ+ and Anti-racism 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.

### **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 on 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:**

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 had 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.