



**Creative Support Ltd, Head Office**

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**Development Officer**

**Reference: 88435**

North East Region

Please find enclosed the job description details for the above post. You should refer carefully to the job description and answer each point on the person specification when completing the application form. You may submit a CV or additional documentation if you feel that this may be helpful to your application. However, please note we cannot accept a CV as a completed application.

**Closing Date: 26 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

**Recruitment Department**

*Please note that all employees are required to complete an enhanced DBS check.*



## **JOB DESCRIPTION – DEVELOPMENT OFFICER (Maternity Cover – 1 Year)**

### **North East Region**

**Responsible To:** Senior Development Officer

#### **The Role:**

The post holder will have a number of key roles – joint coordinating of the weekly Creative Support Discos for adults with a learning disability (located in: Middlesbrough, Stockton and Darlington). Developing regional social activities, with a main focus on the North of the region (County Durham, South Tyneside, North Tyneside, Gateshead and Newcastle), supporting development initiatives and monitoring social value. The role works as part of a team to raise Creative Support’s profile and positive reputation, building our business activity, setting up new services, enhancing the quality of existing services and achieving our charitable objectives. To add value to our service delivery and the experience of our customers by building social capital and community links.

#### **Activities & Partnerships**

1. Share in coordinating and leading on the weekly Creative Support Discos, Tuesday, Wednesday (monthly) and Thursday evenings (6pm – 9.30pm). Managing a small team of staff and helpers to ensure the smooth running of the discos.
2. Develop further disco opportunities, utilising partnerships with other organisations.
3. Maintain administration procedures for the smooth running of the discos, to communicate with attendees and other organisations
4. Promote discos through social media, films and community events.
5. Develop opportunities such as Creative Workshops and events linked to the disco.
6. Develop and plan regional social activities for service users including delivering existing activities (both virtually over zoom and locally in person) as part of our wider activities calendar.
7. Gain an excellent knowledge of community resources in the region across all sectors. To undertake local area mapping of resources and to publicise and maintain up to date information in an accessible format.
8. Proactively forge links and networks with a wide range of partners across statutory and voluntary services. To ensure regular attendance and active participation in and contribution to local partnership working opportunities.
9. Build a positive local and regional profile for Creative Support and our services through promoting our services, events and positive outcomes.
10. Develop joint initiatives and projects with local partners which add value to the community and enable service users to make a meaningful contribution. To promote access to community activities and mainstream services.
11. Increase the role of volunteers and peer support within the region and to work closely with user led organisations, community groups and social enterprises which can provide

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opportunities for service user participation and personal development including volunteering opportunities. To develop good practice and protocols for volunteering and peer employment. To support a range of service user and volunteer-led activities in the service including peer support, networking, befriending, social enterprise models, time banking and user-led activities/sessional groups.

12. Gather feedback from service users on their satisfaction with the services and opportunities we offer; use this information to improve and shape the services for the benefit of its service users.
13. Develop knowledge of available funding sources, grants and resources which could add value to the service, including funding for a social enterprise model. To complete funding application bids to a high standard. To work with local businesses and partners to secure sponsorships and donations.
14. Identify and develop opportunities for the mutual sharing of resources with other third sector organisations including training opportunities, hiring out of community spaces, shared activities and events.

#### Development

15. Market Creative Support's personalised services directly to service users and their families and to respond positively to all enquiries and referrals.
16. Obtain and share intelligence about local authority and NHS commissioning intentions and strategic priorities.
17. Support and organise recruitment events and open days and to create related local promotional material (e.g leaflets, flyers) for these events. To participate in recruitment selection procedures including group and one to one interviews via liaising with the Recruitment Department at our Head Office. To support service users to take part in the recruitment process.
18. Fundraising - coordinate local fundraising for social value initiatives and with service user input in line with fundraising policy. Input into grants and find grant making bodies in line with funding needs.
19. Funding streams - make links with and learn priorities of local funding groups and partnerships such as CCGs. Have area-specific knowledge of needs and priorities of area covered.
20. Produce a range of high quality written information to support the development of local services which may include policies, business plans, marketing materials, newsletters, promotional materials, communications to service users and families etc.
21. Assist the Senior Management Team and the Development/Tendering Team in any other duties as may be required which may involve direct input in developing and implementing plans for new services.
22. Support the continuous improvement and development of agency good practice through the circulation of all relevant publications/articles/policies and strategies and general information to relevant staff and service users.

23. Support managers and staff directly in preparing for internal and external audits and inspections.
24. Offer administrative support to local managers in a range of areas including stakeholder involvement, compliments and complaints, following up incidents and safeguarding issues etc.
25. Champion a high level of SU Involvement including; events planning, service user forums, grants, groups, recruitment, community participation including volunteering and achievement awards focusing on the services North of the Region, e.g. County Durham, Sunderland, South Tyneside, North Tyneside, Gateshead and Newcastle.

#### Social Value

26. Assist the Head Office Social Value Team with the monitoring and implementation of the organisation's social value initiatives in your area
27. Support with the gathering of data and evidence for delivery of social value initiatives
28. Utilising partnership connections to identify opportunities to expand and deliver on social value

#### General Duties

29. To ensure effective communication with line manager.
30. To accept regular support and supervision from line manager.
31. To carry out all work in a manner consistent with the aims and principles of Creative Support.
32. To comply with and to implement the Equal Opportunities Policy of Creative Support.
33. To maintain confidentiality at all times, in accordance with the agreed policy.
34. To identify own training needs in discussion with line manager and to attend training events and courses as required.
35. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
36. To undertake travel across England as required and work flexibly to meet deadlines
37. Any other duties as required

**PERSON SPECIFICATION – ACTIVITIES AND EVENTS DEVELOPMENT OFFICER**  
**North East Services**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential / Desirable?</b>
<b>1</b>	Degree level educated (a good, 2.2, 2.1 or 1 <sup>st</sup> class honours degree)	Application & Interview	Desirable
<b>2</b>	Evidence of work experience and transferable skills	Application & Interview	Essential
<b>3</b>	Excellent written and verbal communication skills	Application	Essential
<b>4</b>	Ability to plan and deliver events and activities across the region. Working with a small team of staff and helpers.	Application & Interview	Essential
<b>5</b>	Ability to proactively manage own workload and take instruction from varying managers	Application & Interview	Essential
<b>6</b>	The ability to devise and manage programs and work within deadlines	Application & Interview	Essential
<b>8</b>	Ability to develop partnerships and positive relationships with all stakeholders.	Interview	Essential
<b>9</b>	Good general IT skills and a good working knowledge of Office applications (Word, Excel and PowerPoint).	Application & Interview	Essential
<b>10</b>	Confidence and ability to produce and deliver presentations to a high standard.	Application & Interview	Essential
<b>11</b>	A well organised and analytical approach to data and information, with the ability to review and summarize information quickly and concisely.	Application & Interview	Essential
<b>12</b>	Willingness to travel and work flexible hours, including at least two evenings and occasional weekend work as agreed with line manager.	Interview	Essential
<b>13</b>	An ability to demonstrate a genuine passion for the third sector, interest in health and social care policy/provision and commitment to our person centered values.	Interview	Essential
<b>14</b>	Car driver with access to car due to transportation of resources for events and regional role (pool car may be available for use on various days).	Application	Essential

**TERMS AND CONDITIONS – ACTIVITIES AND EVENTS DEVELOPMENT OFFICER**  
**North East Region**

**Pay Structure:**

<b>Salary:</b>	<b>Up to £13.40 per hour</b>
	£13.10 per hour
	£13.20 per hour
	£13.40 per hour
<p><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.</i></p>	

**Hours of Work:**

Full time hours 37.5 per week, to be worked flexibly as required, including at least 2 evenings per week.

**Disclosure Check:**

All appointments will be subject to DBS Enhanced disclosure checks.

**Holidays:**

25 days annual leave plus 8 statutory days.

**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.

**Development Pathway:**

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports’ strategic plan

**Birthday Holiday Bonus:**

All employees are 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 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 does pay Statutory Sick 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 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 6 months of 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.

**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.

**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.