

**Creative Support Ltd, Head Office**

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SK1 3TS

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www.creativesupport.co.uk

## Graduate Training Officer

**Reference: 93645**

**London Services**

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: 27<sup>th</sup> July 2026**

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](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

For any queries regarding the role, please contact Pia Parekh on 0797 691 5989 or email her on [pia.parekh@creativesupport.co.uk](mailto:pia.parekh@creativesupport.co.uk)

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', with a long horizontal flourish extending to the right.

Recruitment Department

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

**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonehall DIVERSITY CHAMPION**



|                                                  |  |                  |  |              |   |
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| All employees are subject to enhanced DBS checks |  |                  |  |              |   |

## **JOB DESCRIPTION – GRADUATE TRAINING OFFICER**

### **London Services**

**Hours:** Full time (37.5 hours per week)

**Responsible to:** Service Director/Service Manager

#### **The Role:**

To provide administrative support to senior managers and staff by managing and coordinating the staff training for our London services in Harrow, Camden, Barnet, Wandsworth, Westminster and Brent and assist in the planning and implementation of occasional client activities. You will also help with operational matters when required and will seek out opportunities to add value to our service delivery. We are looking for a proactive and assertive individual who has the ability to manage a diverse workload within a person-centered organization.

Primarily based in Archway, North London, however you will be required to travel to different boroughs across London as required.

#### **Main Responsibilities/Duties**

1. To manage staff training for all employees in various London boroughs. Ensure that all staff undertake the required training and have pertinent certificates to reflect the same. To collate and maintain these certificates, both physically and electronically.
2. To build partnerships and work with relevant external training organisations to meet staff training needs.
3. To maintain an accurate and up-to-date online training database.
4. To maintain a full training calendar and promote training available to Creative Support staff, nominating staff for refresher/mandatory courses including e-learning when appropriate.
5. To arrange training sessions locally in London for all staff.
6. To gather feedback from staff on their satisfaction with the training and development opportunities we offer. Relay this information to the training department at Head Office to help improve and shape training to benefit the staff, and subsequently the service users.
7. Ensure that training materials, resources and facilities are prepared in advance and are of a high standard.
8. To develop and coordinate an activity calendar for our clients to suit their needs and interests.

9. To research and advertise events in the local area for the service users, as well as creating and running events.
10. To link in with the head office development team in ensuring full use of wider agency initiatives taking place in relation to service user involvement and consultation, Creative Communities, contribution to newsletters, activities and celebrations.
11. To assist the Executive 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.
12. To support managers and staff directly in preparing for internal and external audits, inspections and reports.
13. To offer administrative support to local managers in a range of areas including stakeholder involvement, compliments and complaints, following up incidents and safeguarding issues, HR matters etc.

#### **General Duties**

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

**PERSON SPECIFICATION – GRADUATE TRAINING OFFICER****London Services**

|           | <b>QUALITIES REQUIRED</b>                                                                                                                                         | <b>How Assessed?</b>    | <b>Essential/ Desirable?</b> |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------|
| <b>1</b>  | Educated to degree level                                                                                                                                          | Application & Interview | Essential                    |
| <b>2</b>  | Evidence of postgraduate work experience and transferable skills                                                                                                  | Application & Interview | Desirable                    |
| <b>3</b>  | Excellent written and verbal communication skills                                                                                                                 | Application             | Essential                    |
| <b>4</b>  | Ability to proactively manage own workload and take instruction from varying managers                                                                             | Application & Interview | Essential                    |
| <b>5</b>  | The ability to devise and manage programmes and work within deadlines                                                                                             | Application & Interview | Essential                    |
| <b>6</b>  | A well organised and analytical approach to data and information, with the ability to review and summarise information quickly and concisely                      | Application & Interview | Essential                    |
| <b>7</b>  | Ability to develop partnerships and positive relationships with all stakeholders                                                                                  | Interview               | Essential                    |
| <b>8</b>  | Proficiency with IT and a good working knowledge of Microsoft Office software (Word, Excel and PowerPoint)                                                        | Application & Interview | Essential                    |
| <b>9</b>  | Confidence and ability to produce and deliver presentations to a high standard                                                                                    | Application & Interview | Essential                    |
| <b>10</b> | Ability to work flexibly, including evenings and weekends, as agreed with line manager.                                                                           | Interview               | Essential                    |
| <b>11</b> | Willingness to travel around London as required                                                                                                                   | Interview               | Essential                    |
| <b>12</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-centred values | Interview               | Essential                    |

## TERMS AND CONDITIONS – GRADUATE TRAINING OFFICER

### London Services

|                                                                                                                                                                                                                                           |                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>Salary:</b>                                                                                                                                                                                                                            | <b>£30,000 per annum</b> |
| <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> |                          |

#### 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.

#### Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

#### Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which may include evenings and weekend, according to the needs of the service.

#### Holidays:

20 days plus 8 statutory days (pro rata).

#### 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.

#### Birthday Holiday Bonus:

Contracted 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 pays SSP 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 eighteen 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 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.

**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 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.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended 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.

**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.

