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Quality and Auditing Officer

Reference: 93314

Head office, Stockport

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: 1st August 2026

Once you have submitted your application form allow *7 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. Webb', is written over a light blue horizontal line.

Recruitment Department

All candidates are subjected to enhanced DBS checks.

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Stonewall DIVERSITY CHAMPION



CREATIVE SUPPORT - JOB DESCRIPTION

Quality and Auditing Officer

Hours: 37.5 hours per week full time or part time of no less than 30 hours per week.

Responsible to: Head of Quality and Service Director with lead on quality

Location: Your main base would be at our Head office in Stockport town centre. There would be a range of planned visits to services in the north west and nationally.

Overview of the role:

Creative Support has an established quality department which undertakes aspects of quality assurance work, compliance and good practice work nationally across our service user groups. These include a regular audit programme, a proactive audit schedule which works ahead of external inspections from local authority compliance officers and the CQC. The department also oversees the social care governance structure and analyses quality data to ensure prevention strategies are used and trends identified and responded to. The department ensures policies, procedures and quality systems are in place.

We have over 90 locations that fall under CQC registration and compliance with these national standards is very important, as is supporting our 70 Registered Managers with their responsibilities nationally.

There is a key focus on promoting good interdepartmental working to ensure the highest standard of support is provided to the service users in our care. Furthermore the team through its experienced Quality and Senior Practitioners carry out direct quality improvement support to services.

Main duties

The **Quality and Auditing Officer** role will contribute to our audit and social care governance processes. Working within the highly experienced and established Quality Team. The team has been together in its current work for over 10 years. The role includes carrying out quality audits and inspections and contributing to quality improvement and turnaround programmes. The post holder will also be part of a team which responds to specific work requests which may include assisting services with quality improvement work. Audits are often done in pairs but there are some assignments where you will lead in quality improvement and hence your practitioner background will be a highly valuable asset. Creative Support works across a range of social care service types and support needs and we have services in over 70 local authority areas. This role is diverse and rewarding and extensive professional development, training and support will be offered

This role is likely to include a specialism within the team around an area of good practice, full induction, training and support can be provided in the area and the responsibility will be shared within the team however, this role would ensure good practice is developed and any themes are identified to assist future learning and good practice.

KEY RESPONSIBILITIES

1. To undertake quality audits of services as part of the Quality Audit Team. To benchmark services against national care standards and Creative Support's standards. To identify good practice and areas for improvement.
2. To work as a member of the Quality Team ensuring a high standard of social care services are provided across Creative Support. We do this through direct support to services nationally.
3. To provide development support to new services, ensuring that all the necessary systems and processes are in place to meet quality standards.
4. To work collaboratively with staff in new services and services where improvement is required to complete assessments, support plans and other client related paperwork to a high standard.
5. To take a lead on key areas of quality. As part of the Quality Team to take on a role of expertise in one of the following areas (elderly, mental health, learning disabilities, complex needs - see point one of person specification)
6. To be an ambassador for good practice and to promote innovative ways of working.
7. To take a proactive role within the Quality Team which adds to the overall quality provision i.e. quality interventions; research and analysis etc.
8. At times, directly support a management team or local service with practice improvement, some assignments may take several weeks and hence overnight stays and national travel is part of the role. This is balanced with audits and also work on quality good practice work based largely at head office in Stockport.

Sharing and ensuring good practise in Quality

9. To support and coach managers and staff in the achievement of good practice and quality standards and to give feedback.
10. To provide professional advice, support and feedback to managers and services.
11. To develop Quality Improvement Plans for services when required, in close collaboration with the managers of services. To work with managers and staff teams to ensure the effective implementation of quality improvement plans and to demonstrate improvements within agreed timescales.
12. To support managers and staff to deal with difficult and challenging practice issues and professional dilemmas.
13. To take an active role in a national good practice group, encouraging good attendance and effective participation and follow up of issues. To contribute other good practice groups as required.

CoverLetter Page 3 of 10	Date of Issue: 20 July 2026	Head of Quality: Claire Robinson
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14. To support services to identify, record and celebrate positive achievements and outcomes. To encourage staff to share good practice and assist other staff to improve their services.
15. To contribute to staff training in relevant areas of expertise. To liaise with the Training Department so that programmes can be developed and delivered that respond to the quality needs within the company.
16. To take a lead role in quality monitoring and where required quality improvement assignments in preparation for commissioners; CQC and other quality visits. To ensure Creative Support services are able to meet and wherever possible exceed quality standards such as CQC.

Practice Development

17. As part of the team, to review evaluate and develop current practices in line with changes in national policy, legislation and accepted good practice. When appropriate to disseminate this information.
18. As part of the team, to develop and improve our audit tools and local strategies to ensure on site managers are corporately complaint and meeting CQC standards.
19. To keep up to date with social care sector by researching information regarding policy, good practice and resources using networks, publications and on-line resources.

Reports and Monitoring

20. To undertake audits of services often with a senior practitioner depending on the assignment and report on these audits. There may be occasion when a specialist visit and report is required e.g. in the area of post safeguarding or training compliance.
21. To follow up with the Registered Managers on learning and feedback from inspection reports and other external audits, ensuring that all recommendations are acted on. When necessary liaise with CQC Officers and representatives of other regulatory bodies to ensure that good relationships prevail and mutual understanding is achieved.
22. To collect and collate relevant data and statistics and to produce statistical reports as required.
23. Audits can be carried out virtually and monitoring can be scheduled periodically through our air table system to allow for data required to remain up to date.

CoverLetter Page 4 of 10	Date of Issue: 20 July 2026	Head of Quality: Claire Robinson
-----------------------------	-----------------------------	----------------------------------

Service user involvement and empowerment

- 24. To contribute to and ensure good engagement with service user and other stakeholder to enable consultation and involvement initiatives as part of an audit. To take a lead on within the team on an identified service user and carer group.
- 25. To identify good person-centred practice and ensure this is developed and promoted.
- 26. To set and work to excellent standards as regards safeguarding matters. To work in a timely and responsible way to ensure the safety of service users and staff.

Other

- 27. To accept regular support and supervision from line manager.
- 28. To provide regular verbal and written reports of work undertaken.
- 29. To attend and actively contribute to Quality team meetings. To report to the Social Care Governance structures when required.
- 30. To work as a member of a team and take responsibility for overall quality work plan to ensure the needs of the team are met.
- 31. To carry out all work in a manner consistent with the person-centred philosophy and service principles of Creative Support.
- 32. To comply with and to promote the Equal Opportunities Policy of Creative Support.
- 33. To maintain confidentiality at all times, in accordance with agency policy.
- 34. To ensure that own training needs in discussion with line manager and to attend training events and courses as required.
- 35. To take a role as part of a rota on the duty manager Out of Hours team at head office. Full training provided and the role will not commence until after induction.
- 36. Any other duties as required.

CREATIVE SUPPORT - PERSON SPECIFICATION

Quality and auditing officer

		How assessed?	Essential or Desirable
1.	Social care experience (or closely related field) at a senior level (at least 2 years), skills and knowledge in one or more of the following areas: - Supporting people with autistic spectrum conditions and complex communication needs - Supporting people with sensory and physical disabilities/acquired brain injury - Supporting people with learning disability/person centred planning - Supporting people with mental health needs/recovery - Supporting older people with care needs and people with dementia - Developing personalised services to meet customer needs - Prevention and re-enablement services Life experience counts here also	Application Form and Interview	Essential
2.	A warm, positive and respectful approach to service users	Interview	Essential
3.	A customer focused approach with a demonstrable commitment to person centred thinking and the provision of personalised services	Assessed by Interview	Essential
4.	The ability to engage with staff teams and gain rapport with others	Application Form and Interview	Essential
5.	Good level of IT skills and ability to use Word and Excel.	Application Form and Interview	Essential
6.	Ability to produce high quality written reports within deadlines	Application Form and Interview	Essential
7.	Skills and confidence in networking with internal and external colleagues and agencies	Interview	Essential
8.	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview	Essential
9.	Commitment to equal opportunities and the promotion of anti-discriminatory practice	Application Form and Interview	Essential
10.	A relevant professional qualification	Application Form	Desirable
11.	A degree level qualification, preferably in relevant field (ie social work)	Application Form	Desirable
12.	Ability to observe and evaluate service delivery and to identify good practice and areas for improvement	Application Form and	Essential

		Interview	
13.	Willingness to travel across the country as required and to work flexible hours	Interview	Essential
14.	Experience of carrying out quality audits and/or investigating complaints	Application Form	Desirable
15.	Good understanding of the social care sector and understanding of CQC and their objectives	Interview	Desirable
16.	Ability to manage own workload and plan time well	Interview	Desirable

CREATIVE SUPPORT - TERMS AND CONDITIONS

Quality and Auditing Officer

Salary:	Up to £13.90 per hour
	Point One: £13.70 per hour
	Point Two: £13.80 per hour
	Point Three: £13.90 per hour
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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>	

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 travel extensively 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.

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.

Holidays:

20 days plus 8 statutory days pro rata.

CoverLetter Page 7 of 10	Date of Issue: 20 July 2026	Head of Quality: Claire Robinson
-----------------------------	-----------------------------	----------------------------------

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.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Level 2 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 Health and Social Care Diploma, or if the employee already has an NVQ but no Learning Disability qualification, they will need to complete the Level 2 Certificate in Learning Disabilities (applicable to Support Workers working in learning disability services only) as a condition of their employment. If you hold NVQ 2 health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

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

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

CoverLetter Page 8 of 10	Date of Issue: 20 July 2026	Head of Quality: Claire Robinson
-----------------------------	-----------------------------	----------------------------------

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 **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 times 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 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 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.

CoverLetter Page 9 of 10	Date of Issue: 20 July 2026	Head of Quality: Claire Robinson
-----------------------------	-----------------------------	----------------------------------

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 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 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 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.

CoverLetter Page 10 of 10	Date of Issue: 20 July 2026	Head of Quality: Claire Robinson
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