

**Creative Support Ltd, Head Office**

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Property Refurbishment Co-ordinator

Reference: 93685

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: 21st August 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 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

All candidates are subjected to enhanced DBS checks



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JOB DESCRIPTION – PROPERTY REFURBISHMENT COORDINATOR

Stockport

Hours: 37.5 hours per week

Responsible to: Property Services Manager

The Role:

The Property Refurbishment Co-ordinator will work as part of the busy Property Services Team based in Stockport.

Key responsibilities will include:

- Contributing to the effective management and maintenance of company property assets.
- Carrying out urgent and routine inspections of properties and following up, as required, on any inspections.
- Preparing specifications for reactive maintenance works, small building contracts or any other related building works.
- Inspecting and signing off completed works and approving payments to external contractors and consultants.
- Working with external consultants to devise specifications of works to tender to contractors
- Seeking quotations and manage and evaluate small tenders
- Managing projects - working with Directors, the Property Services Project Manager, the Property Services Manager, the Repairs Manager, the in-house maintenance team, external contractors and consultants on general maintenance and refurbishments.
- Providing support to the Property Services Manager and the Property Services Project Manager.
- Working closely with the wider Property Services Team providing advice and support.

Main Duties and Responsibilities:

1. Undertake Inspections and Prepare Specifications of Work

- 1.1. Undertake inspections of directly owned or leased domestic properties and commercial properties on a regular basis to identify necessary reactive repairs, plan cyclical maintenance and to prepare programmes of planned works.
- 1.2. Prepare detailed specifications, programmes and schemes of work for energy efficiency improvements, disabled access, small building contracts, maintenance and major works.
- 1.3. Carry out initial inspections of properties for purchase, lease or to inform dilapidation schedules.
- 1.4. When required, to support the Voids Co-ordinator to undertake void inspections and devise repair schedules to enable rapid re-letting of vacant properties.
- 1.5. When required, to carry out property-related safety inspections and to work closely with the Health and Safety Team.

2. Managing Projects

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- 2.1. Contributing to and managing planned, cyclical maintenance and major repairs programmes in consultation with colleagues, internal and external customers.
- 2.2. Manage and contribute to a variety of projects as required by Creative Support's capital expenditure and development plans.
- 2.3. Obtain competitive quotations and tenders for major repairs and small building contracts. Issue contracts for work based on agreed specifications and agree any payment terms, guarantees and retentions. Liaise with external surveyors, architects and other construction and property professionals, as required.
- 2.4. Supervise the quality and performance of external consultants, contractors and in-house maintenance team by regularly inspecting works in progress and on completion ensuring that all defects are listed, completed and signed off. Provide update reports to your manager and relevant colleagues.
- 2.5. Ensure that all programmes of work are achieved to a high standard within timescales and agreed budgets.

3. Other Duties

- 3.1. To contribute to the Property Services Rota which ensures that a member of staff is available to deal with emergencies from the office during working hours Monday to Friday
- 3.2. To ensure that the office is always informed of your whereabouts.
- 3.3. Work as part of the team to maintain an accurate and up to date asset management database.
- 3.4. Identify and take part in the selection of new external contractors and consultants.
- 3.5. Identify damage-related repairs and improvement works which should be recharged to tenants, partner agencies or submitted for insurance claims.
- 3.6. Provide technical building related advice to internal colleagues and seek specialist advice when required.
- 3.7. Contribute to reports to senior managers and Creative Support's Board and Committees.
- 3.8. Undertake appropriate continuous professional development and keep up to date with legal requirements and good practice (e.g. Building and Planning Regulations, Fire Safety, Energy Efficiency and relevant industry Codes of Practice).
- 3.9. Maintain health and safety at all times and protect the safety of tenants, staff, contractors and members of the public. Proactively report all health and safety incidents, concerns and near-miss events in accordance with company procedures.
- 3.10. Work closely with the Health and Safety Manager and Team to ensure the highest standards of safety. Take part in joint safety and property condition inspections.
- 3.11. Carry out other duties in connection with the repair, maintenance, management and improvement of the organisation's housing stock, as required.

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4. General Expectations

- 4.1. To maintain confidentiality at all times, in accordance with the agreed policy
- 4.2. To treat all tenants and stakeholders with respect and courtesy.
- 4.3. To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support
- 4.4. To follow Creative Support's safeguarding policies for children and adults and to immediately report and escalate safeguarding concerns to the appropriate officers.
- 4.5. To establish and maintain effective working relationships with all co-workers, supervisors and tenants.
- 4.6. To comply with and to implement the Equal Opportunities Policies of Creative Support and ensure an inclusive and respectful working environment for all.
- 4.7. To accept support, supervision and feedback from your line manager. To pursue personal development of skills and knowledge.
- 4.8. Any other duties as required.

PERSON SPECIFICATION – PROPERTY REFURBISHMENT CO-ORDINATOR

Stockport

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Accredited professional or vocational qualification.	Application	Desirable
2	Experience of carrying out a range of property inspections.	Application & Interview	Essential
3	Experience of organising building projects and/or maintenance programmes.	Application & Interview	Essential
4	Good level of knowledge of building construction standards and legislation and an ability to diagnose and specify remedies to building defects.	Application & Interview	Essential
5	Understanding of responsive repairs.	Application & Interview	Essential
6	Experience of working closely with contractors and consultants ensuring value for money is achieved.	Application & Interview	Essential
7	To be competent and able to carry out inspections at height from scaffolding and mechanically elevated platforms.	Application & Interview	Desirable
8	The ability to plan, organise and prioritise a busy workload and ensure that excellent records are maintained.	Application & Interview	Essential
9	Experience of working in the building or property sector.	Application & Interview	Essential
10	Good project and time management skills.	Interview & Exercise	Essential
11	Good IT, numeracy and data management skills.	Application & Exercise	Essential
12	Experience of using asset management systems.	Application & Interview	Desirable
13	General mechanical and electrical knowledge.	Application & Interview	Desirable
14	Specialist knowledge in relation to fire detection and assistive technology.	Application & Interview	Desirable
15	Ability to work flexibly and co-operatively as part of a busy team and to contribute to an inclusive and customer-centred culture.	Application & Interview	Essential
16	Relevant technical knowledge (e.g. of building regulations, DDA compliance, fire safety, etc)	Application & Interview	Desirable
17	Health and Safety knowledge and awareness.	Application & Interview	Essential
18	A practical, problem-solving approach with a commitment to resolving issues.	Interview	Essential
19	Excellent written communication skills – ability to follow up inspections and concerns in email and letter.	Application & Interview	Essential
19	Genuine commitment to equal opportunities, our charitable ethos and person-centred values	Interview	Essential
20	Clean driving license and willingness to travel.	Application	Essential
21	Willingness to work flexible hours, which may include occasional evening, weekend or overnight stays	Interview	Essential

TERMS AND CONDITIONS – PROPERTY REFURBISHMENT CO-ORDINATOR

Stockport

Salary:	Up to £38,000 per annum based on experience, salary and technical qualifications
	Point One – £35,000 per annum
	Point Two – £36,000 per annum
	Point Three - £37,000 per annum
	Point Four - £38,000 per annum
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, to be worked according to the needs of the service. These will usually be worked during Monday to Friday between the office hours of 8am and 6pm. We offer a TOIL system at Head Office for any additional hours worked. In exceptional circumstances overtime will be offered for additional hours at the postholder's standard hourly rate. There is a need to travel to sites and services across the country and occasionally this will involve working longer hours or an overnight stay. In exceptional circumstances overtime will be offered for additional hours at the postholders standard hourly rate.

Lease Car & Travel Expenses

As you will require a car to undertake this role we will provide you with a lease car within an agreed range of cost and models. Alternatively, a monthly taxable car allowance of £250 or use of company pool cars will be offered. Business mileage can be claimed at the current agreed rates. We will reimburse the costs incurred on company business on receipt of authorised claim forms. If you use a car for business purposes you will be required to have business use insurance. Your certificate of insurance must be made available for inspection.

On-call Rota

You will be expected to contribute to the Repairs & Maintenance On-Call Rota to triage and advise on repairs out of hours and to liaise with colleagues in the Out of hours Team.

Work Location

The post is located at our Head Office in Stockport. We do not support home or hybrid working for this role.

Disclosure Check:

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

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

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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.

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 16 hours per week.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Period 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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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 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

On-Call Rota:

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave

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- Compassionate leave
- Carers leave

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.

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 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:

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These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

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.

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