



Creative Support Ltd, Head Office

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Internal Audit Team Supervisor

Reference: 84505

Internal Audit Department, 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: 28 August 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 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 – INTERNAL AUDIT TEAM SUPERVISOR

Internal Audit Department, Head Office, Stockport



Accountable To: Company Secretary & Head of Internal Audit.

Specific Requirements: Willingness to regularly travel to services across England with some short overnight stays and occasional evening meetings (approximately 6 per year)

Role Summary:

We are seeking a professional, organised, and motivated individual to supervise our Internal Finance Audit Team, based at our Head Office in Stockport. The team plays a critical role in safeguarding the finances of the people we support and providing assurance over financial governance and the use of charitable resources across the organisation.

As Internal Audit Team Supervisor, you will work closely with the Head of Internal Audit to lead and support a small team of Internal Auditors, coordinating and overseeing their workload to ensure audit activity reflects organisational priorities and key risks. You will be responsible for developing and managing the annual audit programme, conducting in-person audits of services nationwide, undertaking investigations into suspected fraud or financial irregularities, and reviewing policies, procedures and operational practices to strengthen financial efficiency and accountability.

The role also involves providing advice, coaching and consultancy to services and Head Office departments on best practice, internal controls and process improvements, supporting robust governance arrangements and effective change management across the organisation. This includes stakeholder management at all levels, including developing good relationships with service managers and across the country, and presenting recommendations to the Executive Team.

You will produce high-quality reports on audit findings, action plan progress, investigations and wider departmental activity. This includes contributing to annual assurance reporting and presenting updates and reports to various internal assurance forums, including the 'Social Care Governance Forum' and the Finance and Audit Committee of the Board of Trustees.

This is an excellent opportunity for an experienced audit professional seeking a leadership role within a values-driven organisation and a high-performing team committed to delivering strong outcomes for the organisation and the people we support.

Main Responsibilities:

1. Take strategic guidance from the Head of Internal Audit and use this to organise and prioritise the work of the team, delegating as appropriate to ensure that targets and deadlines are met.
2. Plan the Internal Audit Team's workload annually and ensure regular finance audits are made throughout our services, making effective use of team resources to

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address and manage risk. Manage the audit schedule flexibly in response to organisational requirements.

3. Travel nationally to conduct in person audits, spot checks, targeted training and follow up. Please note that travelling is frequent (at least once per week) and includes some overnight stays with expenses paid.
4. Ensure that audits are completed in an accurate, efficient and professional manner in accordance with the agreed format and to specified deadlines.
5. Ensure that follow up actions are completed, and action plans are returned by services. Work innovatively with services to ensure meaningful and sustainable improvements are made as required.
6. Ensure the effective recording, follow up, resolution and reporting of finance incidents which occur in services. This includes contributing to weekly team case reviews.
7. Ensure that short notice investigatory requirements are managed in a timely fashion, and conduct in-depth financial investigations in a full and robust manner with all discrepancies followed through to clear outcomes which are communicated with all of the relevant parties. This can include national travelling to gather evidence and conduct fact-finding interviews.
8. Work cross-departmentally and liaise and co-operate with external parties including the police, financial appointees, social workers, and local safeguarding teams as required.
9. Audit the management of appointeeships by the client finance team based at Head Office. Ensure that appointeeships are managed securely, in adherence to guidelines and to ensure that there are no indications of improper use or fraud.
10. Audit other Head Office Departments which manage or hold finances, floats, credit cards and gift cards.
11. Maintain oversight of the programme of training which is delivered across the country to ensure effective ongoing learning within the organisation. Update training programs and deliver bespoke training sessions as required.
12. Identify, design and deliver preventative measures necessary to promote good financial practice in services. This includes leading on process changes, national awareness raising campaigns, and providing targeted local support.
13. Carry out statistical analysis of audit outcomes, action plans, training, campaigns and support initiatives on a regular basis and to provide a breakdown of the effectiveness of the teams input in this regard.
14. Ensure that the Financial Arrangements Register is updated and maintained, and ensure that financial support plans are completed as appropriate.

15. Work with the team to ensure that team activity is co-produced where possible with people who we support.
16. Develop efficient and professional working relationships with service managers and service directors to provide specific and targeted support where it is needed.
17. Maintain oversight of new services and ensure that support with financial policies and procedures is delivered in a timely and appropriate manner.
18. Prepare necessary reports for operational meetings and attend to represent the Internal Audit Team. This includes the Social Care Governance Forum, and the Finance and Audit Committee of the Board of Trustees.
19. Provide line management, regular supervision and support to the Internal Audit Team employees. Ensure members of the team receive individual appraisals and identify learning and development opportunities, including identifying strengths and deploying the right person at the right time. This is currently supported through individualised personal development matrixes.
20. Work with the Head of Internal Audit to ensure that actions from the 'Investors in People' action plan are actioned and sustained, as part of a wider ambition to achieve platinum for the team (currently rated Gold.)
21. Provide oversight of the 'Supported Holidays' and 'Gift Cards' processes which are currently managed by the team's administrators.
22. Manage and communicate new process developments and team activity. Lead the team and wider organisation through policy and procedure change in a confident and compassionate manner.

Other Responsibilities:

- 1 Accept regular support and supervision from the Head of Internal Audit.
- 2 Keep the Head of Internal Audit informed of your whereabouts and workload at all times.
- 3 Organise all required reports and attend meetings and forums as required, including limited evening meetings.
- 4 Carry out all work in a manner consistent with the aims and principles of Creative Support. This includes furthering the delivery of the Internal Audit Team's team charter, developed in line with the organisation's 'I Statements'.
- 5 Comply with and implement the Equal Opportunities Policy of Creative Support.
- 6 Maintain confidentiality at all times, in accordance with the agreed policy, and work in accordance with the framework for the Data Protection Act.

- 7 Identify your own training and development needs in discussion with the Head of Internal Audit, and attend training events and courses as required.
- 8 Observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 9 Be aware of and to comply with Health and Safety regulations and procedures.
- 10 Any other duties as required

PERSON SPECIFICATION – INTERNAL AUDIT TEAM SUPERVISOR
Internal Audit Department, Head Office, Stockport



	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Undergraduate degree and at least 3 years work experience in a relevant field, or significant professional experience in one of the following areas: Finance, Fraud, Audit, Governance, Quality Assurance, Customer Care Assurance, Risk Management, Change Management, Safeguarding, Financial Advocacy, Social Policy, Legal.	Application	Essential
2	Relevant Professional Qualification such as: AQ or ACA awarded by ICAEW/ACCA, ACFS awarded by the CFPAB, FRM awarded by GARP, AAT or ACCA Qualification, CGIUKI Qualification, IRM Qualification.	Application	Desirable
3	Knowledge and experience of the Health and Social Care Sector.	Application & Interview	Desirable
4	Proficiency in the full Microsoft package including Word, Excel, Access, PowerPoint and Outlook.	Application & Interview	Essential
5	Experience of producing high quality qualitative and quantitative management reports.	Application & Interview	Essential
6	Experience of staff management; ability to motivate staff and prioritise their work to achieve targets and deadlines.	Application & Interview	Essential
7	Experience of providing excellent customer focused services to internal and external stakeholders, including staff and the people who we support.	Application & Interview	Essential
8	Experience of auditing/reviewing specific procedures in line with an agreed set of standards.	Application & Interview	Essential
9	Ability to grasp new processes and information quickly, and provide consultation and advice to a range of stakeholders.	Application & Interview	Essential
10	Ability to organise and prioritise your own and other people's busy workload and to work unsupervised.	Application & Interview	Essential
11	Ability to use own initiative and to solve problems, manage change and respond both proactively and reactively to identified risks.	Interview & Application	Essential
12	Ability to communicate effectively in a professional manner with a wide range of people both in person, on the telephone and in writing.	Application & Interview	Essential
13	A demonstrable interest and commitment to equal opportunities, accessibility and co-production.	Interview	Essential
14	Ability to research and develop new ideas.	Application & Interview	Essential
15	A discreet and sensitive approach to personal and confidential matters.	Application & Interview	Essential
16	Willingness to consult colleagues and to work as part of a highly collaborative and motivated team.	Interview	Essential
17	An enthusiastic, resourceful and proactive approach to work.	Interview	Essential
18	The ability to work under pressure and to tight deadlines within a fast paced environment.	Interview	Essential

19	Willingness to work flexible hours according to needs of the service/department including regular travel and overnight stays, and some evening meetings.	Interview	Essential
20	Full UK driving license and willingness to drive as part of your work.	Interview	Essential
21	Willingness to attend training courses and events	Interview	Essential
22	Willingness to receive feedback from senior colleagues	Interview	Essential

Salary:	Up to £35,000 per annum	
	Point One:	£17.44 per hour / £34,000 per annum
	Point Two:	£17.69 per hour / £34,500 per annum
	Point Three:	£17.95 per hour / £35,000 per annum
Please Note: 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.		

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 periodically and usually with planning travel 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. Part time role available 30 hours or more.

Holidays:

25 days per annum plus 8 statutory days pro rata.

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.

Birthday Holiday Bonus:

You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken three 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.

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:-

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- Creative Support **pay SSP** 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 six 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.

Achieve Q Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every two months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

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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.