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Quality and Good Practice Coordinator Reference: 94087

Head Office, Stockport Town Centre

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: 01 October 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

Recruitment Department

All candidates are subjected to an enhanced DBS check.

JOB DESCRIPTION – Quality and Good Practice Coordinator (with PA duties to Director for Quality)

Stockport, Greater Manchester

Responsible To: Director for Quality and the Exec team

Hours: Full time (37.5) or part-time hours available (minimum of 4 days/30 hours).

Location: You will be based at our Head Office in Stockport, this is an in office role and not suitable for home working. (there are some periodic assignments that may require flexible hours and national travel). The role involved one shift on our duty out of hours desk planned well in advance. this can be worked at time and half puy or taken back as toil.

Team: Quality team and PA team

Overview of Role

We are looking for a dynamic , supportive and energetic candidate who is committed to our quality aims of providing the best quality of support and care within the national Creative Support services. The post holder will join an experienced 35 year running social care not for profit company with outstanding CQC ratings across several of our services. You will come in a senior office level and contribute to establish quality governance systems and processes and innovate future best practice.

To work closely with the Director of Quality offering Quality coordination and PA support and helping lead on some key tasks within the Quality department.

As Quality and Good Practice Coordinator you will oversee and steer areas of social care governance within a sizable and experienced Quality department. The role will support the Quality and practice committee of the Board of Trustees in terms of preparing reports, taking excellent minutes and following up on actions. The role will also coordinate information for and support various quality related committees including facilitating and reporting to the National Social care governance meeting. You will take an active role in our Good practice forums and support the development of policies, directives and learning coming from these.

The Quality Department is strongly committed to coproduction and we employ people with lived experience in the quality team we also work nationally with a range of people we support to be more involved in the organisation as a whole. This post will support our national coproduction forums and also our Inclusivity in Governance work streams. Hence excellent networking and organisational skills are essential
To provide the Director for Quality (and when required members of the exec team) with efficient and professional administrative and secretarial assistance and any other support required. To work alongside the PA team meeting the needs of the Executive team members at head office as required. Full training is provided.

Key Duties

The post-holder will:

Quality coordination

1. To join our established and excellent Quality department and add to the effectiveness and Coordination of the teams' responsibilities and workstreams.

2. To keep oversight and enable successful adherence to a programme of works and schedule of Board committees relating to our Quality assurance work. To help record and minute these meetings where necessary.

3. To work in a coordination role with the PA for Quality assurance team and the Senior administrator to ensure we have a well organised and responsive central quality department offer.

4. To support with campaigns and directives to promote quality assurance and learning from any quality issues

5. To accompany the Director for Quality on visits when required into services, these maybe related to post incident follow up, coproduction initiatives or as part of our pre inspection assurance work.

6. To support events, newsletters and activities that promote high quality support and care

7. To strongly support our people with lived experience (Experts by Experience) on the team to have a fulfilling work assignment feel accommodated and well supported

Coproduction

8. To work in a key role to ensure we promote coproduction at all levels and ensure we achieve our Coproduction manifesto within the Quality department.

9. To help with recruitment and onboarding of coproducers (Experts by experience)

10. To support with coproduction events nationally including a new initiative to support more inclusive governance at Board level

11. To stay abreast of current good practice and innovate new projects and campaigns to enable a more inclusive approach in the quality team.

Support to Exec team and governance/strategic meetings

12. To work within an established schedule of committee meetings in conjunction with the Director for Quality and the Chair of the Committees. These are often evening meetings planned well in advance.

13. To send out meeting invites and virtual log-ins, manage room bookings and arrange refreshments. Assist trustees with travel arrangements and the payment of expenses.

14. Agree the agenda for Quality related Meetings with the Chair of committees and

make arrangements forpresentations and internal/external speakers.

15. Liaise with the Director and officers regarding preparation for meetings and any follow up.

16. Take accurate and professional minutes of meetings or oversee that this is carried out in partnership with the PA team. To ensure follow up on any action and that papers for committees are well coordinated and distributed.

17. Collate, upload and send out minutes, reports and other papers in good time for Quality committee and other meetings. Send papers to trustees and other attendees by post and email if requested. Upload papers the on-line Board portal and assist with any technical queries.

18. Where national travel is required for committees or events. Assist trustees or people with lived experience with travel and hotel arrangements and ensure the prompt payment ofexpenses.

19. To support the CEO and Director for HR when required through the head office based role.

20. Any other duties reasonably requested by the Director for quality and relevant members of the exec team

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Other Responsibilities

22. Accept regular supervision.

23. To undertake a role in the Out of hours duty rota. This is usually one a month at weekend and one shift from 5-8pm in the evening an average of once a month. Full training given and you will work alongside a duty manager.

24. Carry out all duties in a manner that reflects the charitable aims and person-centred values of Creative Support.

25. Comply with and to implement the Equal Opportunities Policy.

26. Maintain confidentiality at all times in accordance with Creative Support's Policies, GDPR and the Data Protection Act.

27. Identify your own training needs and attend appropriate training.

28. Observe all policies, procedures and guidelines for good practice.

29. Any other duties as required.

PERSON SPECIFICATION – Quality and Good Practice Coordinator

Stockport, Greater Manchester

	QUALITIES AND SKILLS REQUIRED	How Assessed	Essential/ Desirable?
1	A minimum of two years secretarial/administrative experience in a position of responsibility.	Application	Essential
2	Experience of working for a health, social care, voluntary sector or other public service organisation.	Application & Interview	Essential
3	A professional and confidential approach and the ability to manage sensitive matters with tact and discretion	Application & Interview	Essential
4	Ability to be proactive, to organise and prioritise work and achieve deadlines.	Application & Interview	Essential
5	To be organized and proactive with an ability to support the running of events and groups	Application & Interview	Desirable
6	A helpful and responsive manner and a commitment to providing excellent customer service.	Interview	Essential
7	Fast and accurate typing skills. Ability to produce accurate and clearly drafted minutes of meetings.	Application & Interview	Essential
8	To be a team player and have a proactive approach to tasks	Application & Interview	Essential
9	Good communication skills with the ability to liaise effectively and coordinate the work of others.	Application & Interview	Essential
10	A high standard of written English with the ability to compose professional letters and other correspondence and to produce well-presented documents.	Application & Interview	Essential
11	Degree level or equivalent qualification in related field	Application & Interview	Desirable
12	Proficiency in the use of MS Word, Excel and Powerpoint, virtual meeting space such as Zoom and Teams and on-line applications.	Application & Interview	Essential
13	Conscientious and diligent approach to managing data and information and keeping records on behalf of the Company Secretary.	Application & Interview	Essential
14	Ability to develop & maintain excellent relationships with people with lived experience and people we support across Creative Support	Application & Interview	Essential
15	Ability to develop & maintain excellent working relationships with the trustees, CEO and senior leaders.	Application & Interview	Essential
	Willingness to work flexibly in accordance with the needs of the organisation and trustees, including attending some evening and very occasional weekend meetings and events.	Interview	Essential
16	Willingness to work flexibly to undertake national travel – this is planned well in advance.	Application & Interview	Essential
17	Willingness to work flexibly to undertake evening meetings, this can be accommodated into a conductive working pattern.	Application & Interview	Essential
18	Commitment to our charitable aims/values and to equality and diversity.	Interview	Essential

TERMS AND CONDITIONS – Quality and Good Practice Coordinator

Stockport, Greater Manchester

Salary:	**Up to £**30,281.99 **per annum** based on 37.5 hours per week**, dependent on the successful applicant'scurrent salary, qualifications and experience.**	
	Point One:	£14.43 per hour - £28,138.50 per annum FTE
	Point Two:	£14.97 per hour - £29,200.49 per annum FTE
	Point three:	£15.25 per hour - £29,741.24 per annum FTE
	Point four:	£15.53 per hour - £30,281.99 per annum FTE (requires extensive relevant experience)
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:

Full time hours are 37.5 hours per week, Monday to Friday. Hours of work are generally 9am till 5pm to be worked flexibly, dependent upon the requirements of the organisation and the Executive team. Regular evening (1 to 2 evenings a month) and occasional weekend working is required. Part-time applications will be considered subject to a minimum of 4 days/ 30 hours per week.

The role involves one shift on our duty out of hours desk planned well in advance. this can be worked at time and half additional pay or taken back as toil. The shifts on this duty desk are at officer level and you will be working with a duty manager and a shift cover team member the shifts are 6 hours long either 7.45-2pm or 1.45-8pm Saturday, Sunday or bank holiday. You can plan this around your own commitments well in advance.

Holidays:

25 days plus 8 statutory days (pro- rata entitlement if part-time)

Birthday Holiday Bonus:

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 theirreturn to work.

Probationary Period:

The first four months of employment constitute the Probationary Period. After successful completion of this period your further 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.

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

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 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.
- Eighteen 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:
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 times annual salary. Participation in this scheme is free and is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the 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 a completely free service, provided by Health Assured, 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 discussedwith 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. There are a variety of schemes and payments can be made via deductions from your pay.

Annual Rail Ticket:
Discounted annual rail season ticket plans are available to employees following completion of probationary period.

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.

We Care Staff Awards:

We recognise our dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Weekly Prize Draw
All employees with a permanent contract are entered into a weekly prize draw for £100 of supermarket hopping vouchers.

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

Long Service Award
Awarded in the December following the 10, 15, 20, 25 and 30 year anniversary of your continuous service date with Creative Support.

Retirement Awards:
£100 bonus when you retire from employment with Creative Support. Permanent contracted employees with at least two years continuous service are eligible.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers.

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who have had 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:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Car:
A lease car may be made available to the post-holder within current allowances. Alternatively

a monthly taxable car allowance may be claimed. Mileage for business use is re-imbursed according to our current expense claim policy