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Space Centre Coordinator

Space Sensory and wellbeing centre, Preston

Reference: 96104

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: 6th November 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



JOB DESCRIPTION – SPACE CENTRE COORDINATOR

Space Sensory and wellbeing centre, Preston

Hours:	37.5 hours per week (Part time available no less than 22.5hours) largely Monday to Friday. Hours to be worked according to the needs of the role and to include some planned evenings, weekends according to the needs of the centre.
Responsible to:	Space Centre Manager / Service Director
Team:	Based in Space centre, Preston with the staff team, there is very limited remote working when needed. To be on shifts across a 7-day basis with some core off rota time. Rota planned well in advance.
Location:	Preston, near docks
Responsible for:	Supporting the Centre Manager and Friends of Space charity to deliver on Space centre's Business strategy, to ensure smooth running and development of the centre alongside centre manager. Focusing on supporting manager to day to day run the centre, supporting the excellent facilitation of the rooms and ensuring health and safety and incident follow up.

The Role:

The successful candidate will support the manager to maintain the high standards of the facilities within the centre. With relevant experience may involve line management and oversight / on sight support to staff, ensuring that shift cover is allocated across operating hours to provide a quality service that is flexible to the needs of the differing elements of our provision.

Main Duties

1. To work alongside the Senior team (Manager and Director) to ensure a well-run, professional, enjoyable and safe Sensory and Wellbeing centre. To Deputise for the manager in their absence.
2. To ensure cover of all necessary shifts to enable all opening times and take part in the facilitators rotas as required. This is planned well in advance.
3. To ensure the smooth day to day running of the front of house of the centre including problem solving and addressing any issues proactively, to ensure a well run shift.
4. To Support with leading facilitation good practice when on shift
5. To ensuring excellent support to visitors and use our safe systems of booking in, including adhering to and signing of the waiver form, booking criteria and escalating any safety or safeguarding issues as required.
6. To ensure effective document and data management ensuring all information is stored in an ordered and safe way.
7. Taking part and contributing to senior meetings and planning

8. To carry out Requisitions when required
9. To ensure we keep strong relationship with our core customer base including schools, social care agencies, families and other groups.
10. To promote and support interest and fundraising in the centre alongside other key officers based at head office and Friends of Space charity.
11. To help us achieve our direction/ growth and Business plan in the next 2-3 years.

Staffing oversight

12. To line management, guide and mentor facilitators, to ensure they are clear of expectations and tasks and work as a team.
13. To attend and help plan staff meetings
14. To offer regular and planned supervision to staff as required.
15. To oversee evening task allocation
16. To ensure staff maintain training and plan their leave well to ensure healthy work practice.

Health and safety, cleaning and maintenance

17. To ensure excellent adherence to Safeguarding good practice
18. To oversee the centres cleaning team and recruit to ensure necessary cleaning hours are maintained
19. Ensure cleaning staff are well trained and have a safe workplace.
20. To oversee and plan cleaning rotas
21. To plan deep cleans when required especially of sensory equipment
22. To work with the manager to ensure Creative support Quality and Health and Safety checks are carried out as scheduled.
23. To work with and raise jobs with head office maintenance, property and repairs team as required.
24. To lead on internal and external cleaning H&S requisitions and COSHH
25. To support manager in ensuring the upkeep and maintenance of sensory room and communal areas
26. To take a role in Monitoring and maintaining existing equipment, ordering replacement equipment after approval from manager and liaising with FOS to do so.
27. To lead on the Equipment of the month prioritisation – selecting this on a rotational basis and ensuring facilitators complete these checks.
28. To undertake relevant admin & general equipment monitoring and ordering
29. To ensure PAT testing, fire extinguisher checks and other equipment checks are carried out
30. To ensure monthly and weekly H&S in conjunction with manager and other staff on shift.
31. To ensure signage and guidance is clear as regards H&S.

Customers and Space centre users

32. To support the manager to manage excellent customer care and satisfaction including carrying out surveys and responding to customers social media. To aim to collect feedback to enable a learning culture.
33. To ensure people are safe and well and escalate any matters as appropriate internally and to Local authority safeguarding teams where required.
34. To take a key role in the upgrading of the visitors and bookings system.
35. To support with planning and Calendar management including promoting events and social activities.
36. To work in-conjunction with the manager to ensure we upkeep the sectors standards of high quality sensory facilities and liaise with Manager with any suggestions on continuous development in this area.
37. To work alongside the team, ensure all general spaces and rooms such as the Cinema room and conference and meetings room are ready for use and where possible utilised.
38. When required to liaise with Marketing and IT re the website

General Duties

39. To learn and keep abreast of good practice when offering sensory experiences to customers. To keep up to date with bespoke training including guidance from the centre manager
40. To accept regular support and supervision from line manager
41. To carry out all work in a manner that is consistent with the aims and principles of Creative Support
42. To maintain confidentiality at all times, in accordance with the agreed policy
43. To treat all service users and stakeholders with respect and courtesy
44. To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support
45. To establish and maintain effective working relationships with all co-workers, supervisors and service users
46. To pursue personal development of skills and knowledge
47. To comply with and to implement the Equal Opportunities Policy of Creative Support
48. Any other duties as required

PERSON SPECIFICATION – SPACE CENTRE COORDINATOR

Space Sensory and wellbeing centre, Preston

	QUALITIES REQUIRED	Requirement	How Assessed
1	Ability to demonstrate a warm, person centred and affirmative approach to people with physical, learning or emotional difficulties, autism and mental health issues	Essential	Application& Interview
2	Excellent verbal communication skills and ability to listen sensitively to others.	Essential	Application& Interview
3	Ability to engage with customers from a wide range of place and with vulnerable service users to develop and sustain warm and trusting relationships	Essential	Application& Interview
4	Good written communication skills, sufficient to contribute to a record keeping system	Essential	Application& Interview
5	Excellent planning and coordination skills	Essential	Application& Interview
6	Ability to work constructively and co-operatively as part of a consistent team approach	Essential	Application& Interview
7	Ability to work safely and responsibly without direct supervision	Essential	Application
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Essential	Application& Interview
9	Ability to maintain professional boundaries, to liaise in a professional manner with other agencies and to work in a positive way with the carers, families and friends of service users	Essential	Application& Interview
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Essential	Application& Interview
11	Ability to demonstrate respect for difference and diversity	Essential	Application& Interview
12	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviour	Essential	Application& Interview
13	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Desirable	Interview
14	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities / autism	Desirable	Application& Interview
15	The ability to serve as a professional role model to colleagues	Essential	Application& Interview
16	Ability to set and communicate targets for staff and delegate effectively	Desirable	Application& Interview
17	A commitment to open, ethical and accountable practice. A strong personal duty of care and work ethic and a willingness to go the extra mile to achieve positive outcomes for the people we support.	Essential	Application& Interview
18	Ability to lead, motivate, supervise and support staff	Essential	Application & Interview
19	Good organisational skills with the ability to organise own workload effectively and to work independently	Essential	Application & Interview
	EXPERIENCE AND QUALIFICATIONS		Application
20	At least 1 years' experience of working with people with learning and/or physical disabilities	Essential	& Interview
21	Experience of working with people with autistic spectrum disorders	Desirable	Application & Interview
22	Life experience and confidence in relating to people from a wide	Essential	Application&

	variety of backgrounds		Interview
23	Possession of NVQ (or working towards) or other relevant qualification	Desirable	Application
24	Good standard of general education	Essential	Application
25	Good level and skills and Experience of working with IT, digital systems and ability to trouble shoot	Essential	Application & Interview
26	Experience working within a sensory environment or having lived experience of this	Desirable	Interview
	OTHER		Application & Interview
27	Willingness to work flexible hours according to needs of the service; this includes evenings, weekends and Bank Holidays.	Essential	Application & Interview
28	Willingness to attend training courses and events	Essential	Interview
29	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Essential	Application & Interview

TERMS AND CONDITIONS – SPACE CENTRE COORDINATOR

Space sensory and wellbeing centre, Preston

Salary:	Up to £29,741 per annum dependent on the successful applicant's current salary, qualifications and relevant experience.	
	Point One:	£14.07 per hour - £27,346.50 per annum
	Point Two:	£14.43 per hour - £28,138.50 per annum
	Point three:	£14.97 per hour - £29,200.49 per annum
	Point four:	£15.25 per hour - £29,741.24 per annum

Hours:

Full time (37.5 hours) or part time hours, to be worked flexibly including evenings, weekends and bank holidays.

Holidays:

20 days 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.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 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.

Birthday Holiday Bonus:

After two years of continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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 **pay 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.
- 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:

Currently set at two times basic annual salary. 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 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 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.

Achieve Q 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 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:

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.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

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