Creative Support Ltd, Head Office
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Training Officer

Reference: 96187

Stockport, Head Office

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: 21 December 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

Please note that all employees are required to complete an enhanced DBS check.

JOB DESCRIPTION – TRAINING OFFICER

Stockport, Head Office

Hours: 37.5 hours per week (flexible according to needs of the service) or part time

Responsible to: Executive Team and department management

Main Duties:

In conjunction with the training team and key managers, to develop and participate in health and social care related training and employee development programmes relating to service provision. To develop and deliver staff training sessions and development opportunities in accordance with national occupational standards (Skills for Care/Skills for Health, NICE guidelines and CQC outcomes). Moving forward as part of a fast-paced team and as an independent, self directed practitioner, you will inspire and develop a workforce focused initiative to enhance the skills and knowledge of the social care workforce.

Training and Development:

1. To develop and implement training programmes relating to health and social care in accordance with national occupational standards, NICE guidelines, CQC inspection requirements, Skills for Health / Skills for Care requirements and up to level 7 academic criteria.

2. To facilitate training sessions in a variety of modes / formats including webinars, face to face, facilitated e-learning and e-learning modules.

3. To support the Training Manager and the Regional Training Coordinators in preparing and implementing national and regional training calendars.

4. Where needed, to agree, in negotiation with the learner and other relevant personnel, an appropriate plan to meet the individual's learning needs.

5. To provide advice and practical assistance where appropriate to learners, managers and other key staff and to support those learners with additional learning and support needs.

6. To record, review, develop and implement changes to training on a regular basis.

7. To enable and encourage reflective practice through our teaching model.

8. To support peers with audits and quality assurance initiatives.

Service Development:

1. To monitor and report learner progress in accordance with established recording systems.

2. To publicise and promote staff development and training initiatives to staff working within the organisation.

3. To attend standardisation and team meetings.

4. Where appropriate, to identify staff development needs in line with educational requirements.

5. To participate in monitoring and evaluation procedures.

6. To support anti-discriminatory and anti-oppressive practice.

7. To provide local/regional training as and when required.

Administration and Communication:

1. To provide regular written and verbal reports where needed.
2. To report any concerns or poor practice to line manager.
3. To carry out all other administrative tasks as and when needed.
4. To make regular recording of work time.
5. To maintain written and computerised records of learners' progress and to collate and analyse data from records as required.

Other Responsibilities:

1. To provide regular verbal and written reports to your Line Manager as needed.
2. To accept regular support and supervision from your Line Manager as needed.
3. To carry out all work in a manner consistent with the aims and principles of Creative Support.
4. To comply with and promote all current Creative Support Policies.
5. To maintain confidentiality at all times, in accordance with the Information Governance and General Data Protection Regulations and Electronic Security policies.
6. To keep knowledge and practice up to date through continual professional development and to keep a record of this as evidence for supervision and appraisal.
7. To keep abreast of the latest research developments in Health and Social Care, ensuring this is reflected in your daily practice.
8. Any other duties as required.

PERSON SPECIFICATION – TRAINING OFFICER

Stockport, Head Office

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working in Health and Social Care services at a senior level.	Application & Interview	Essential
2	Degree or equivalent level education	Interview & application	Desirable
3	A minimum level training/teaching qualification (AET; CET; PTLLS etc.) or experience of preparing and presenting training relating to social care / health care	Application & Interview	Essential
4	Knowledge of National Occupation Standards, NICE guidelines, Skills for Care, CQC requirements and professional teaching standards, ensuring that sessions meet national occupational standards	Application	Essential
5	Knowledge of health and social care policy and legislation	Application	Essential
6	Knowledge of Regulated Qualification Framework, assessment processes and quality assurance and control	Application & Interview	Desirable
7	Excellent verbal communication skills	Application & Interview	Essential
8	Good interpersonal skills	Application & Interview	Essential
9	Good interviewing and delivery skills	Application & Interview	Essential
10	Excellent assessment and presentation skills	Application & Interview	Essential
11	High standard of written communication skills	Application & Interview	Essential
12	Ability to present training information using diverse methods to meet different learning needs	Application & Interview	Essential
13	Ability to compile and maintain information systems	Application & Exercise	Essential
14	Ability to keep effective computerised records	Application & Interview	Essential
15	Ability to work flexibly/adapt to changing situations	Application & Interview	Essential
16	Values and principles which reflect those of Creative Support	Interview	Essential
17	Experience of carrying out RQF assessment and moderation	Interview	Desirable
18	Experience of organising and prioritising own work	Interview	Essential
19	Assessor qualification (D32/D33, A1/A2 or TAQA awards)	Interview	Desirable

TERMS AND CONDITIONS – TRAINING OFFICER

Stockport, Head Office

Salary:

Tier 1 – up to and including Certificate in Education & Training (CET), or equivalent level 4 teaching qualification.		**Tier 2 – Level 5 teaching qualification or above, eg. Qualified Teacher Status (QTS), Post Graduate Certificate in Education (PGCE).**	
Point 1	£13.81 Per Hour £26,919.80 Per Annum	**Point 4**	£15.47 Per Hour £30,164.11 Per Annum
Point 2	£14.32 Per Hour £27,929.74 Per Annum	**Point 5**	£16.41 Per Hour £32,000 Per Annum
Point 3	£14.90 Per Hour £20,055 Per Annum		

Hours of Work:

Full time hours: 37.5 per week, 9:00am till 5:00pm Monday to Friday.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

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.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

After successfully completing your probation, 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.. 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.

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 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 six 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

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.

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 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.

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.