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Business Support Officer

Reference: 97096

London 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: 24 November 2026

Once you have submitted your application form, please 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 employees are subject to enhanced DBS checks.

JOB DESCRIPTION – BUSINESS SUPPORT OFFICER
London Office

Hours: Full time, 37.5 hours per week. Typically worked Monday-Friday, 09:00-17:00, but subject to change according to the needs of the service

Responsible To: Service Director, Senior Manager, and other senior staff

The Role:
You will provide efficient support to services dedicated to supporting adults with learning disabilities, as well as older people with a range of support needs. You will have the opportunity to work closely with the Service Director, who has oversight of all London services.

Main Duties

CQC Compliance:

1. To work as a CQC and Practice Development Lead to promote the highest standard of social care provision across the region.

2. To co-ordinate auditing programmes and robust monitoring across the services in key aspects of Quality Compliance and record keeping in all areas (including Holistic Assessments, Specific Health Plans, Personal Profiles, Communication Plans and Pathways, Positive Behaviour Support Plans, Person Centred Support Plans, Risk Assessments, Safeguarding Logs, Incident Logs and Complaints).

3. To contribute to social care governance processes and to lead the analysis of evidence gathered to identify areas for improvements to practice. To develop management plans and ensure that these are implemented.

4. To provide coaching and development support to staff ensuring that all the necessary quality systems and processes are in place and being used effectively to meet quality standards.

5. To work collaboratively with managers and other staff members where improvements to practice are required.

6. To work alongside staff in devising and documenting assessments, support plans, health protocols and other client related paperwork to a high standard.

7. To be an ambassador for good practice and to promote innovative ways of working.

8. To research and update relevant key local policies and master documents, liaising with relevant managers.

9. To deputise in the absence of management colleagues if requested by Area Manager/Service Director.

10. To encourage customer feedback and suggestions for improving services and to promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is taken.

11. To develop and participate in monitoring and evaluation procedures. To prepare for and contribute to the formal review of services. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for service users.

12. To facilitate the involvement of service users, carers and stakeholders in the management, development and review of services.

13. To help prepare for CQC and other inspections with the aim of achieving the highest possible rating.

Frontline Delivery:

1. Maintaining spreadsheets of all staff in post against commissioned hours at each site.

2. Undertaking rota checks to ensure all commissioned hours are delivered and staff allocated.

3. Working with our central Bank Team to agree agency bookings.

4. Monitoring agency expenditure against local and national KPI's.

5. Writing job packs and adverts to fill vacancies.

6. Working with the Recruitment Team to ensure roles are advertised.

7. Planning and supporting interviews.

8. Monitoring overtime for staff and services.

9. Helping to set up new services.

Finance:

1. Complete invoicing schedules for the finance team to reflect frontline delivery.

2. Following up in addressing overdue and aged debt.

3. Monitoring financial performance of services against budgets.

4. Ensuring uplifts are requested and maintaining records of correspondence.

5. Ensuring all appropriate teams and staff are engaged in the proactive financial management of
6. services.

General Duties

1. To ensure effective communication with the line manager.

2. To accept regular support and supervision from line manager.

3. To carry out all work in a manner consistent with the aims and principles of Creative Support.

4. To comply with and to implement the Equal Opportunities Policy of Creative Support.

5. To maintain confidentiality at all times, in accordance with the agreed policy.

6. To identify own training needs in discussion with line manager and to attend training events and
7. courses as required.

8. To observe any written policies, procedures and guidelines for good practice agreed by Creative
9. Support.

10. To undertake travel across England as required and work flexibly to meet deadlines.

11. Any other duties as required.

PERSON SPECIFICATION – BUSINESS SUPPORT OFFICER

London Office

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Degree or equivalent qualification	Application	Desirable
2	Ability/experience of working to deadlines and effective time management under pressure	Application & Interview	Essential
3	A working knowledge of relevant Office applications (Word, Publisher and PowerPoint)	Application & Interview	Essential
4	Excellent organisational skills, including prioritisation of tasks	Application & Interview	Essential
5	Excellent written and verbal communication skills	Interview	Essential
6	The ability to work flexibly according to the changing needs of our busy team	Application & Interview	Essential
7	A keen analytical mind, with the ability to review and summarise information quickly and concisely	Application	Essential
8	Ability to problem solve, including driving collaborative problem solving with colleagues	Application & Interview	Essential
9	Ability to work well as part of a team using emotional intelligence and effective joint working	Application & Interview	Essential
10	Excellent customer service skills and a willingness to support colleagues to achieve deadlines	Application & Interview	Essential
11	Willingness to travel and work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
12	Genuine interest in health and social care policy, our person centred values and the quality service of provision	Interview	Essential
13	Willingness to attend training courses and events	Interview	Essential
14	Commitment to treating all service users and families in a positive, respectful manner	Interview	Essential

TERMS AND CONDITIONS – BUSINESS SUPPORT OFFICER

London Office

Salary:	**Up to £30,000 per annum, depending on experience & qualifications**	
	Point One:	£29,000 per annum
	Point Two:	£30,000 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:

Full time, 37.5 hours per week. Typically worked Monday-Friday, 09:00-17:00, but subject to change according to the needs of the service.

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:

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.

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 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

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.

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.

Travel Expenses:

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