Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport, SK1 3TS
Tel: 0161 236 0829
www.creativesupport.co.uk
recruitment@creativesupport.co.uk

Staff Resourcing Manager

Reference: 84526

Resourcing Team, 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: 14 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

All candidates are subjected to enhanced DBS checks

JOB DESCRIPTION – STAFF RESOURCING MANAGER

Resourcing Team, Head Office, Stockport Town Centre

Responsible To: Head of Development

Hours: 37.5hrs per week.
Participation in the out of hours rota (Saturday/Sunday) is essential,

Overview of Role and Responsibilities:

You will lead our established and professional team, which supports services across the organisation by ensuring appropriate shift cover is in place. This team works across a seven-day week. Working alongside the Team Leaders (Resourcing Team Leader and Agency Invoicing & Compliance Team Leader), you will help oversee the coordination of shift cover, invoicing and compliance activities for services nationwide.

In addition, you will have a strong focus on engaging our relief staff, striving to maintain a robust pool of relief workers in each region. You will provide supervisory support to relief support workers who deliver direct care and support within our services. This includes maintaining effective systems to monitor and support their supervision, training and ongoing professional development, ensuring they are equipped to provide high-quality care and support.

You will support the organisation in achieving its commitments and key performance indicators by maximising the use of internal relief staff to cover shifts wherever possible, thereby reducing reliance on external agency support. You will have a keen eye for detail, be analytical, and continually seek opportunities to improve systems and processes.

Management Tasks

1.1 Foster a positive, professional, and proactive team culture, encouraging colleagues to engage confidently across all communication channels. This includes promoting direct and meaningful communication through telephone conversations where appropriate, alongside a positive, solution-focused approach that strengthens relationships with frontline managers and relief workers.

1.2 Oversee the resourcing team, including the allocation and management of workloads across the team.

1.3 Maintain oversight of the roles and responsibilities of all staff within the team.

1.4 Undertake supervision and appraisal meetings for directly managed staff within the team.

1.5 Manage day-to-day issues and act as the primary point of contact for the team.

1.6 Provide support, guidance, and coaching to all members of the team.

1.7 Deliver and coordinate any performance-based support required.

1.8 Lead recruitment and selection processes within the team as required.

1.9 Identify and arrange training, development opportunities, and qualifications that would benefit the team.

1.10 Providing direct support to the Shift Cover Team as required during periods of leave or sickness.

1.11 Updating any processes or tools as required to ensure a well-functioning service.

Shift Coverage

2.1 Work with our senior leadership team to identify ways we can increase our internal relief staff resources and ensure maximum shift cover needs are met with internal relief staff.

2.2 To work with our senior leadership team to identify ways where we decrease the need for external agency support and bring this target below the organisations set key performance indicator. Where we do require the support of agencies, to do the following:

- On board new agencies for certain regions that require this
- Carry out a quality assurance process on agencies that are on our approved provider list to ensure they are fulfilling their obligations
- Agreeing and reviewing terms and conditions with agencies as required
- Arranging temp to perm, permanent and rolling PO placements
- Coordinating the annual uplift process with agencies

Invoicing & Compliance

3.1 Oversee the processing of invoices for payment, including the resolution of queries.

3.2 Follow up with any issues pertaining to invoicing, including maintaining excellent communication with partner agencies

3.3 Maintaining appropriate standards for compliance and recording, ensuring that our Relief Team is maintained to a high standard

3.4 Provide support to the Invoicing & Compliance Team as required during periods of sickness or leave

Relief Team Engagement

4.1 Ensuing all initial calls to newly signed off Relief Workers take place to support them to download our shift coverage App, sign up to training and begin booking shifts.

4.2 Focussing all teams on building positive relationships with relief members of staff, including making regular calls.

4.3 Supporting relief staff in problem solving any issues that may be preventing them from picking up shifts.

4.4 Carry out regular virtual supervision of Relief Team Members – providing supervisory support, monitoring training compliance and ongoing professional development.

Recruitment and Selection

5.1 Support with recruitment campaign support. Lead and coordinate recruitment campaigns to grow the organisation's portfolio of Relief Support Workers. Work collaboratively with the recruitment team, the marketing team and managers across all regions to develop recruitment materials, including job adverts and job descriptions. Support the planning and delivery of recruitment events, job fairs, and other attraction initiatives to increase candidate engagement and applications.

5.2 Support with candidate management and application tracking. Follow the end-to-end tracking of Relief Support Worker applications throughout the recruitment process. Undertake application shortlisting and ensure suitable agency candidates are progressed to the appropriate regional teams for interview. Monitor recruitment activity to ensure interviews are arranged promptly and all interview outcomes are recorded and processed accurately. Ensure every successful applicant receives a timely interview and hiring decision, maintaining a positive candidate experience throughout the process.

5.3 Support with pre-employment and onboarding administration. Support the Recruitment Team in managing the pipeline of pending Relief Support Worker candidates. Maintain accurate relief staff records and support efficient onboarding of successful candidates.

5.4 Work collaboratively with the Talent Acquisition Lead, who engages external recruitment agencies to source temporary and permanent staff as required.

Reporting

6.1 Completing mandatory reports each week (collated from all team members information) to report to our Management Teams.

6.2 Creating reports for the Board of Trustees, including collating information from managers across the organisation.

6.3 Taking reports and information to any meetings with Managers as requested.

Other Responsibilities

7.1 You will accept regular supervision from your line Manager.

7.2 To carry out all work undertaken in a manner that reflects the aims and principals of Creative Support.

7.3 To comply with and implement the Equal Opportunities Policy.

7.4 You will maintain confidentiality at all times in accordance to Creative Support Policy and the framework of the Data Protection Act.

7.5 You will review and co-ordinate your training needs and requirements.

7.6 To observe the policies, procedures and guidelines for good practice.

7.7 Any other department duties as required.

PERSON SPECIFICATION – STAFF RESOURCING MANAGER

Resourcing Team, Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to liaise with a range of stakeholders in a professional manner, including raising and addressing issues	Interview	Essential
2	Experience in supervision or management	Application	Desirable
3	Experience in providing direct care and support to vulnerable adults	Application	Desirable
4	Experience in managing Support Staff/ Support Teams	Application	Essential
5	Excellent telephone manner and interpersonal skills	Application & Interview	Essential
6	Experience negotiating and agreeing contracts	Application	Desirable
7	Experience of reconciling invoices and oversight of financial processes	Application & Interview	Desirable
8	Ability to organise and prioritise a busy workload including working under pressure to tight deadlines	Application & Interview	Essential
9	Good attention to detail and ability to spot errors	Application & Interview	Essential
11	A common sense approach to problem solving and ability to manage conflict	Interview	Essential
12	Excellent interpersonal skills	Interview	Essential
13	Ability to work effectively as part of a team	Interview	Essential
14	Ability to communicate effectively in a professional manner in person, writing and by telephone	Application & Interview	Essential
15	An excellent knowledge of Microsoft Office, in particular Microsoft Word and Excel	Application & Interview	Essential
16	A discreet and confidential approach to sensitive personal details	Application & Interview	Essential
17	Efficient and accurate co-ordination skills	Application & Interview	Desirable
18	A hard working and resourceful approach to work	Interview	Essential
19	Willingness to work flexibly according to the needs of the department including participation in out of hours rota during the evenings and weekends	Application & Interview	Essential

TERMS AND CONDITIONS – STAFF RESOURCING MANAGER
Resourcing Team, Head Office, Stockport Town Centre

Salary:	**Up to £35,000 per annum**	
	Point One	£33,520.50p per annum
	Point Two	£35,000.00p 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:
The role is based on 37.5 hours per week, worked flexibly to meet the needs of the department. Standard working days are Monday to Friday, although participation in the out-of-hours rota is an essential requirement of the position.

During weekdays, working hours will typically fall between 09:00 and 18:00, with 7.5-hour shifts worked either 09:00-17:00 or 10:00-18:00, including a 30-minute unpaid break. There may also be an occasional requirement to work shifts between 12:00 and 20:00.

In addition, you will be required to participate in the out-of-hours rota, which is anticipated to involve approximately two weekend shifts every 6 to 8 weeks. Weekend out-of-hours shifts are expected to be worked between 08:00 and 20:00.

Please note that weekend shifts worked as part of the out-of-hours rota will be paid at time and a half. Where weekend shifts are worked, you will be able to take the equivalent time off during the week.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays:
25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:
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.

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:-

- Creative Support do not 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 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 was 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 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 had 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 provided will be depended 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.