**Creative Support Ltd**
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# Business Support Officer

**Reference: 88487**

**Rugby, Warwickshire**

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: 25th November 2026

Once you have submitted your application form allow *14 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**
**Warwickshire, Rugby**

**Hours:** Full-time (37.5 hours per week).

**Accountable to:** Senior Operations Manager/ Service Director

**The Role:**
You will provide efficient support to services dedicated to supporting adults with learning disabilities and mental health needs. You will work closely alongside the Senior Operations Manager and local management team. The role will work across the Warwickshire (other admin tasks for other areas) services, based at the local office in Rugby, with a view of visiting services and the local community

An excellent standard of verbal and written English is essential as well as an interest in working in the not-for-profit/health and social care sector.

We are looking for an individual with gumption and a can-do attitude to join our expanding team, providing administrative and operational support to our services The successful candidate will be based in Rugby and will travel to our services in the region as needed.

As a Business Support Officer with Creative Support, you will be responsible for providing a variety of different functions, including (but not limited to): Supporting with our recruitment and retention strategy, providing routine administrative support to our busy services, supporting with electronic rostering, conducting themed audits within services and leading on our social value and development plan.

As this is a multifaceted role, the role reports directly to the Senior Operations Manager but does cross between our development team, social value team, recruitment team and quality team as appropriate.

In terms of the social value and development function, you will be passionate about showcasing our services and the opportunities available. The role is varied and offers the ability to plan your own work-load where appropriate. You may be coordinating recruitment events and developing working systems one day to developing social groups and volunteers the next. You will have excellent communication skills and liaise directly with our student placement leads, supporting the setup of new student placements to promote inclusion, awareness and development within the wider community.

You will lead volunteers to bring new and exciting opportunities, including setting up social groups and activities. If you are passionate about getting the best from life, then this role is for you.

In terms of administration and electronic rostering, you will undertake a range of administrative tasks ensuring our services maintain excellent quality compliance, assist the management team in ensuring staff are deployed correctly on the electronic rostering system, as well as being involved in senior level management meetings, including minute taking and preparing reports.

In terms of the recruitment function, you will have an eye for detail vetting recruitment documentation, you will support the services by leading on recruitment including processing applications, sending out job packs to potential applicants and screening potential applicant CV's. The role will require you to deal directly with candidates and respond to any recruitment related queries in a professional manner. Part of the role will involve coordinating and attending recruitment events, raising the profile of the organisation through various initiatives and promoting the positions we have available. You will also update and maintain the relevant recruitment records on a daily basis and support in the coordination of local interviews. It is essential that you deliver excellent customer service at all times.

In terms of the quality function, you will support the management team by conducting themed audits at services to ensure we maintain our excellent quality standards.

A genuine interest in and awareness of the wider social care sector is desirable. Continuous professional development will be provided but you must be able to work independently and flexibly to meet the goals and changing needs of the organisation.

Due to the nature of the role you will need to have access to a car due to the location of the services.

**Administration**

1. Support with confidential personnel meetings such as grievances, complaints investigation and disciplinary meetings, events and interviews, including the booking of rooms/venues and the efficient distribution of agendas and minutes.

1.1 Ensuring the department working areas are kept tidy and well maintained at all times.
1.2 Maintaining spreadsheets of all staff in post against commissioned hours at each site.
1.3 Undertaking rota checks to ensure all commissioned hours are delivered and staff allocated.
1.4 Working with our central Bank Team to agree agency bookings.
1.5 Monitoring agency expenditure against local and national KPI's.
1.6 To organise the approval of timesheets, overtime and expense claims for employees. To ensure these are scanned, saved and submitted in a timely way to head office Payroll Department.
1.7 Monitoring overtime for staff and services.
1.8 Assist the Management Team in organising shift cover and ensuring staff are effectively deployed to meet service user's needs.

10. To prepare monitoring statistics and reports as directed by the Senior Team including contract reports.

## 2. Recruitment Responsibilities

2.1 Work alongside the Senior Operations Manager and Management Team in respect of all recruitment and advertising of current opportunities at the service including attendance at recruitment events, developing initiatives that would attract candidates.
2.2 Writing job packs and adverts to fill vacancies.
2.3 Working with the Recruitment Team to ensure roles are advertised.
2.4 Pre-screening shortlisted applications
2.5 Inviting candidates in for interviews
2.6 Arranging the interview rota and being part of interviews when required
2.7 Being a point of contact for applications and answering queries about the process
2.8 Collating all recruitment paperwork and send to head office to process applicants
2.9 Be part of the interview panel
2.10 Oversee the local bank staff list
2.11 Research various initiatives and proactively consider innovate recruitment and development ideas.

## 3. Quality Responsibilities

3.1 To take a proactive approach to gaining a thorough knowledge and understanding of agency policies, management and governance structures and decision making processes. To keep up to date in respect of policy development in the Health and Social Care Sector.
Support the management team in conducting service audits and reviews, including development of action plans to ensure high quality delivery
3.2 Support the management team to address any areas of underperformance and to achieve internal & external standards
3.3 Ensure all recruitment paperwork is maintained to a high standard, collating records and files

in preparation for upcoming CQC (Care and Quality Commission) service inspections.

3.4 Develop and maintain efficient and effective office systems, data collection and management processes. This will include supporting with delivering electronic systems, keeping accurate and accessible records, the post holder will be responsible for the collection, storage and oversight of key logs relating to social care governance, including: incidents, accidents, complaints, compliments, safeguarding, whistleblowing and CQC notifications.

## 4. Social Value and Development Responsibilities

4.1 Helping to set up new services.

4.2 Support with the development of volunteers throughout the service, setting up new social activity groups and engaging the wider community and coproduction.

4.3 Expanding your knowledge of the services you will be based across and the service users to assist in promoting opportunities and being able to answer service related queries

4.4 Develop meaningful community connections that support recruitment and volunteering within services.

4.5 Work with our social value team to create opportunities for placements within services

4.6 Develop links with central head office departments and promote initiatives, share good news stories including creating the local Creative Support Newsletter and contribute to wider discussions when required.

4.7 Source networking opportunities to promote new and exciting community links

## 5. General Duties

5.1 To plan own work load and take direction from the Senior Operations Manager

5.2 To accept regular support and supervision from line manager

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

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

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

5.6 To identify own training needs in discussion with line manager and to attend training/courses

5.7 To observe written policies, procedures and guidelines agreed by Creative Support

5.8 To undertake travel across the areas as required and work flexibly to meet deadlines

5.9 Any other duties as required.

**PERSON SPECIFICATION – BUSINESS SUPPORT OFFICER**
**Rugby, Warwickshire**

| | QUALITIES REQUIRED | How Assessed | Essential or Desirable? |
|---|---|---|---|
| **1.** | Degree or equivalent qualification | Application & Interview | Desirable |
| **2.** | Ability/experience of working to deadlines and effective time management under pressure | Application & Interview | Desirable |
| **3.** | Knowledge or practical experience of supporting individuals with additional needs including mental health needs, physical disabilities, learning disabilities and Autism. | Application | Desirable |
| **4.** | Recruitment and administrative experience | Application & Interview | Essential |
| **5.** | Ability to proactively manage own workload and take instruction from varying managers | Application & Interview | Essential |
| **6.** | The ability to work flexibly according to the changing needs of our busy team | Application & Interview | Essential |
| **7.** | Ability to develop positive relationships with all stakeholders, particularly service users and families | Interview | Essential |
| **8.** | Excellent written and verbal communication skills | Application & Interview | Essential |
| **9.** | Able to produce high quality documentation within concise timescales | Application & Interview | Essential |
| **10** | Excellent problem solving skills, including finding compromises to meet challenges | Application & Interview | Essential |
| **11** | Excellent IT skills and a good working knowledge of Office applications (Word, Excel PowerPoint and Publisher ) | Application & Interview | Essential |
| **12** | Ability to review and summarize information quickly and concisely | Application & Interview | Essential |
| **13** | Willingness to attend training courses and events | Interview | Essential |
| **14** | Willingness to travel and work flexibly | Interview | Essential |
| **15** | Car driver and access to own vehicle | Application | Essential |
| **16** | Commitment to treating all service users and families in a positive, respectful manner | Interview | Essential |

**TERMS AND CONDITIONS – BUSINESS SUPPORT OFFICER**
**Rugby, Warwickshire**

| | |
|---|---|
| **Salary:** | **Up to £13.70 per hour** |
| | **Point 1:** £13.60 per hour |
| | **Point 2:** £13.70 per hour |
| **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.* | |

**Hours:**
Full-time (37.5 hours per week). Hours are to be worked flexibly according to the needs of the service.

**Sleep Ins:**
Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift. The payment for each sleep-over undertaken but may vary according to the needs of the service.

**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.

**Holidays:**
20 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.

**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 pays statutory sick pay 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 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 6 month 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 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 way of donating from your pay on a regular basis to any registered charities.

**WeCare 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:**
£100.00 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.

**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.

**Interviews:**
We will be interviewing for this role as suitable applications are received and may close this role before the closing date upon a successful candidate being appointed.

**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.