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Supported Housing Business Support Officer

Reference:94209

Head Office, 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: 08 December 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 candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – Business Support Officer, Supported Housing and Welfare Rights Team
Head Office, Stockport Town Centre

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

Responsible to: Head of Supported Housing and Financial Inclusion

The Role:
The Business Support Officer will work alongside colleagues within the busy Supported Housing and Welfare Rights team to provide efficient and responsive administrative support for the Head of the department and the Officers.

This is a really varied role which involves two very different teams and functions. You will be overseeing a variety of tasks related to tenancy management but also, tasks related to good financial practice and supporting our clients to manage their finances.

The role will suit someone with an excellent attention to detail, customer service, IT and communication skills. The candidate should want to work in a fast-paced office environment with the ability to organise and prioritise a workload unsupervised; picking up tasks, processes and systems quickly. Applicants should have a positive, proactive worth ethic and contribute to improvements within the team.

Role Duties

1. To support with the monitoring of the team shared email inboxes, triaging queries, actioning requests and following up appropriately with all incoming emails and requests. All written communications to be accurate and to a high standard.

2. To assist in coordinating meetings. To minute meetings and share this information effectively.

3. To oversee the administration of all council tax bills relating to our properties, including processing for payment, keeping local authority council tax teams up to date, challenging incorrect bills and maintaining associated records.

4. To assist with the administration of weekly voids reporting, including collating data, updating weekly spreadsheets, supporting with the preparation of reports for senior management and liaising with Supported Housing Officer, Property Services and frontline services.

5. To assist with the preparation of management agreements and service level agreements for authorisation by management, maintaining a record of the agreements and ensuring appropriate departments have required information.

6. To assist the Head of Department with annual rent and service charge setting. This will include preparing income and expenditure reports, drafting spreadsheets for approval and informing tenants of the changes to their annual rent and service charges.

7. To assist with the processing of monthly Housing Benefit remittances, ensuring that in Officers absences these are processed correctly and promptly to prevent any delays for the Finance Team and allow for accurate rent accounting.

8. To oversee the updating of the housing database on a weekly basis, ensuring all starters and leavers are correctly recorded, new services set up correctly, running the weekly debit run and that rent charges are accurate.

9. To be responsible for submitting CORE logs for all new starters, maintaining an accurate record of submissions and our ongoing regulatory compliance.

10. To support the Supported Housing Officers and Compliance Officer, by making sure all new EPCs and gas safety certificates are sent out to tenants.

11. To support any tenant involvement work including collating annual tenant satisfaction survey data, attending tenant forums as needed and helping to update tenant related documents.

12. To provide cover for the Welfare Rights administrator in her absence, including ensuring financial requests are appropriately authorised, writing cheques, processing BACS payments, scanning documents and keeping all records accurately up to date for audit purposes.

13. To support with the completion of bank account opening forms when we take on new corporate appointees, liaising with Barclays as required.

14. To support as needed, with the management of household bank accounts, ensuring all clients are paying into the account and the right amount, that all bills are correct, that there are not large surpluses in the accounts and being a point of contact for family and other financial representatives.

15. To assist with audits of corporate appointee pre-pay card accounts, ensuring all monies are accounted for, that the account balances and that any errors are reported to the relevant Officer to resolve.

16. To ensure that we know the whereabouts of all Officers on a weekly basis. To check timesheets, track TOIL and annual leave.

17. To assist with all filing, scanning and paper record management as required.

18. To work flexibly and provide cover to the wider Supported Housing and Welfare Rights team.

19. To ensure that the working environment is tidy and clean, free of clutter and organised.

General Duties:

1. To co-ordinate own work in liaison with the line manager.

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

3. To carry out all work in a manner consistent with the aims and principles of Creative Support in addition to complying with and implementing the Equal Opportunities Policy of Creative Support.

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

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

6. Any other duties as required.

PERSON SPECIFICATION – Business Support Officer, Supported Housing and Welfare Rights Team
Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working in a busy property related team (minimum one year experience)	Application Form	Desirable
2	Experience in an administrative role	Application & Interview	Essential
3	Experience of working to deadlines and prioritising	Application & Interview	Essential
4	Good general IT skills and a good working knowledge of Office applications (Word, Excel and Access)	Application & Exercise	Essential
5	Excellent Customer Service skills working with internal and external customers	Application & Interview	Essential
6	Good commercial acumen and business sense	Application & Interview	Essential
7	High standard of numeracy	Application & Interview	Essential
8	Good standard of written and spoken English	Application & Interview	Essential
9	Ability to consult with colleagues and to work as part of a team	Interview	Essential
10	Efficient organisational skills	Interview	Essential
11	A hard working and resourceful approach to work	Interview	Essential
12	Have an interest in Supported Housing and/or DWP legislation and regulation	Interview	Essential
12	Have an interest in the Health and Social Sector and our person centred values	Application & Interview	Essential

TERMS AND CONDITIONS – Business Support Officer, Supported Housing and Welfare Rights Team
Head Office, Stockport Town Centre

Salary:	**Up to £29,913 per annum (Up to £15.34 per hour) depending on qualifications and experience.**	
	Point One:	£29,035.50 per annum (£14.89 per hour)
	Point Two:	£29,913.00 per annum (£15.34 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 of Work:
Full time hours are 37.5 per week. Typically worked Monday-Friday, 09:00-17:00 at our Head Office.

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.

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 do pay Statutory Sickness 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.

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 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.

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.

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.