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Business Support Officer – Full time
Tower Hamlets and Bromley Services

Ref: 82237

Closing Date: 17 February 2025

Dear Applicant,

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.

Please note the following:

Once you have submitted or posted your application form allow *10 working days* after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.

Please email your completed application form to recruitment@creativesupport.co.uk.

For any queries regarding the role, please email Renske Aussems on Renske.Aussems@creativetivesupport.org.uk

Recruitment Department

Finalised by: M. Singh and T.Nicol on 6th December 2024
All candidates are subjected to enhanced DBS checks

JOB DESCRIPTION – BUSINESS SUPPORT OFFICER
Tower Hamlets and Bromley Services



Responsible To:

Area Manager/Service Director

The Role:

To provide administrative support to senior managers and staff in managing the staff training for the London services in Bromley and Tower Hamlets, co-ordinate recruitment for our Tower Hamlets services and work to raise Creative Support's profile and positive reputation. We are looking for a proactive and organized individual who has the ability to manage a diverse workload within a person centered organization.

Whilst based in Tower Hamlets, you will be expected to travel across both Tower Hamlets and Bromley as required. All our services are easily reached by underground/DLR. Working hours are generally within the hours of 9am to 5pm, Monday to Friday but must be worked flexibly when needed by the organization. **In times of urgent need, you may be needed to help with operational management and be asked to visit or base yourselves in other services within London.**

Main Responsibilities/Duties

1. To manage staff training for all (200+) employees in the Tower Hamlets and Bromley services. Ensure that all staff undertake the required training and have pertinent certificates to reflect the same.
2. To maintain an accurate and up-to-date Excel training database.
3. To nominate staff for refresher/mandatory courses when appropriate, and regularly update managers on staff with pending training.
4. To arrange classroom training sessions locally in Tower Hamlets and Bromley for all staff, as well as ensuring that training materials, resources and facilities are prepared in advance and are of a high standard.
5. To support senior managers with all stages of the staff recruitment process, including interviews, pre-employment paperwork and induction training.
6. To respond promptly and positively to enquiries regarding vacancies and to guide applicants through the application process as needed.
7. To maintain a current staff and vacancies spreadsheet for services across Tower Hamlets.
8. To maintain and regularly update staff files to CQC standards.
9. To assist with administrative compliance in staff DBS and right to work checks.
10. To produce accurate minutes for a range of meetings including investigations, disciplinary and team meetings.
11. To maintain and regularly update a service wide staff supervision/team meeting/tenant meeting spreadsheet.

12. To assist with maintaining staff supervision files and related paperwork.
13. To assist any of the services in operational management in case of depletion of management resources or in times of any crisis.
14. To support managers and staff directly in preparing for internal and external audits and inspections.
15. To offer administrative support to local managers in a range of areas including stakeholder involvement, compliments and complaints, following up incidents and safeguarding issues, HR matters etc.
16. To prioritise requests from the local council as and when needed for a variety of KPIs.
17. To complete quarterly reports and work with managers to identify any extra training needs across the services.
18. To assist the Development Team with planning and implementing a variety of events and activities within the Tower Hamlets and Bromley services.
19. To market Creative Support's personalised services directly to service users and their families and to respond positively to all enquiries and referrals.
20. To assist in the production of a range of high quality written information to support the development of local services which may include policies, business plans, marketing materials, newsletters, recruitment materials, communications to service users and families etc. if required.
21. To support the continuous improvement and development of agency good practice through the circulation of all relevant publications/articles/policies and strategies and general information to relevant staff and service users.

General Duties

1. To ensure effective communication with 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 observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
7. To undertake travel across London as required and work flexibly to meet deadlines.
8. Any other duties as required, including being prepared to work on the frontline and assist with operation matters as and when needed.

PERSON SPECIFICATION – BUSINESS SUPPORT OFFICER
Tower Hamlets and Bromley Services



QUALITIES REQUIRED	How Assessed?	Essential / Desirable?
Excellent written and verbal communication skills	Application	Essential
Good general IT skills and an excellent working knowledge of Office applications (In particular Excel)	Application & Interview	Essential
Ability to proactively manage own workload and take instruction from different managers	Application & Interview	Essential
The ability to manage various demands, prioritize work and meet deadlines	Application & Interview	Essential
Ability to develop partnerships and positive relationships with all stakeholders	Interview	Essential
Confidence and ability to produce and deliver presentations to a high standard.	Application & Interview	Desirable
A well-organised and analytical approach to data and information, with the ability to review and summarize information quickly and concisely.	Application & Interview	Essential
Willingness to travel and work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
An ability to demonstrate a genuine passion for the third sector, interest in health and social care policy/provision and commitment to our person centered values.	Interview	Essential

TERMS AND CONDITIONS – BUSINESS SUPPORT OFFICER

Tower Hamlets and Bromley Services

Pay Structure:

Up to £29,000 per annum dependent upon experience:

Point 1 - £28,000

Point 2 - £29,000

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.

Hours of Work:

Full time hours 37.5 per week, to be worked flexibly as required including occasional weekends and evenings.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure, ISA and POCA checks.

Probationary Period:

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

Birthday Holiday Bonus:

You will be 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.

Holidays:

25 days plus 8 statutory days.

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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week.

Part time employees who work less than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

Employees Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.
