



Creative Support Ltd, Head Office

Wellington House Tel: 0161 236 0829
131 Wellington Road Fax: 0161 237 5126
Stockport recruitment@creativesupport.co.uk
SK1 3TS www.creativesupport.co.uk

Facilities and Office Manger

Reference: 82352

Space Centre, Preston

Closing Date: 14 March 2025

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.

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 employees are subject to enhanced DBS checks



Authorised by:		Date Authorised:		Page Number:	1
----------------	--	------------------	--	--------------	---

Hours: **Full time role 37.5 hours per week** largely Monday to Friday. Hours to be worked according to the needs of the role and to include some planned evenings, weekends according to the needs of the centre.

Responsible to: Space Centre Manager / Service Director

The Role:

This is an exciting and rewarding role for someone who is looking to be part of a vibrant charity and work across multiple disciplines and have a satisfying role our small but agile team. The successful candidate will have good attention to detail, ability to negotiate and get value for money while ensuring quality and safety is of the highest priority. There is significant experience of building management, sensory spaces and partnership working in the team and this role will be well supported but the manager and the Friends of Space.

Creative Support is a large housing provider with over 200 properties. The role will work alongside the Creative Support property oversight team based in Stockport and we envisage the role will be based over with the Stockport team at least once a month.

The ability to drive and have access to a car would be beneficial in this role.

Friends of Space is an established charitable group which independently supports the future of the Space Centre and helps income generate funds for the upkeep and development of top of the range sensory equipment and resources. It also oversee heritage projects for the building and listed garden. Some attendance at their meetings may be required.

Main Duties:

The role will involve working closely with the management team to ensure the smooth and efficient running of the Space Centre.

1. Regular building and sensory room checks
2. Lead on the maintenance and upkeep of sensory spaces
3. Liaise with contractors
4. To be the first point of contact for repairs and works
5. Assist with bigger building and garden projects and support on site contractors to do their work
6. Lead on health and safety responsibilities and regular checks, involve the team in these and ensure these are completed and any issues reported
7. Working closely with the Property Services Team Leader in head office to ensure Creative Support officers are informed and involved

8. Take delegated responsibility for some central property services when required and work with repairs officers who attend the centre
9. Liaising with contractors and external consultants
10. Maintaining the property works log and supporting any asset management planning
11. Supporting with parking effectiveness and access
12. Supporting new door access and visitors management systems
13. Support with risk assessment and ensure these are communicated effectively
14. Manage the repairs volunteer

Office Oversight

1. Alongside the experienced centre team who manage a lot of the office duties to ensure a smooth running office and administrative functions are successful for the needs of the centre
2. With centre management team oversee any issues of information governance and data protection
3. Support effective income generation, follow up on invoicing issues and enable effective financial systems under the direction of the centre manager
4. Help to manage the centre email inbox
5. Identify and implement an asset management database and plan for the next 3-5 years of building planning and upkeep works
6. Support the organising and minuting of meetings alongside the Directors PA
7. Ensure incident reports are completed and reported appropriately

Facilities, contracts, regulations and utilities

1. Ensure compliance with gas safety, legionnaires, LOLER, fire and electrical testing
2. Work with the Health and Safety Team re asbestos and electrical safety
3. Set up contracts for cleaning, window cleaning and assistive technology
4. Maintain contracts for specialist providers of sensory equipment and related technology
5. Maintain a schedule of all contracts for all utilities (gas, electric, water, TV licences)
6. Manage the contracts effectively
7. Check statements
8. Liaise with the Finance Team when required and attend head office when needed with the centre manager

Authorised by:		Date Authorised:		Page Number:	3
----------------	--	------------------	--	--------------	---

9. Resolve invoicing queries
10. Support the Utilities Team to negotiate the best possible rates for utilities, avoid deemed rates and identify and address unusually high energy or water usage
11. Present checked information to the centre manager in order to authorise bills for payment
12. To be up-to-date on legislation
13. Organise EPC certificates if required

Office Management/Administrative Duties

1. Alongside the management team to coordinate annual leave, sickness and attendance records for all members of staff team and ensure the centre is always appropriately staffed
2. To ensure effective document and data management ensuring all information is stored in an ordered and safe way
3. To ensure the smooth day to day running of the front of house of the centre including problem solving and addressing any issues proactively
4. To effectively liaise with other Creative Support departments as required (such as property and purchasing, training, personnel, payroll etc.)
5. To liaise directly with suppliers where necessary to ensure positive and constructive relationships
6. To manage team deadlines, ensuring individuals are aware of requirements
7. Any other responsibilities as delegated by the Centre Manager

General Duties

1. To accept regular support and supervision from line manager
2. To carry out all work in a manner that is consistent with the aims and principles of Creative Support
3. To maintain confidentiality at all times, in accordance with the agreed policy
4. To treat all service users and stakeholders with respect and courtesy
5. To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support
6. To establish and maintain effective working relationships with all co-workers, supervisors and service users
7. To pursue personal development of skills and knowledge

Authorised by:		Date Authorised:		Page Number:	4
----------------	--	------------------	--	--------------	---

8. To comply with and to implement the Equal Opportunities Policy of Creative Support
9. Any other duties as required

	QUALITIES REQUIRED	How Assessed?	Essential/ Desirable
1.	Experience of working within a busy centre environment in a facilities and administrative role	Application & Interview	Essential
2.	Ability to work safely and responsibly without direct supervision	Application & Interview	Essential
3.	Experience of managing, working alongside and supervising staff	Application	Desirable
4.	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
5.	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
6.	Excellent written and verbal communication skills and a good standard of numeracy	Application & Interview	Essential
7.	Good IT skills including knowledge of Microsoft Office	Application & Interview	Essential
8.	To serve as a professional role model to colleagues	Application & Interview	Desirable
9.	Ability to organise and prioritise the work of an office or department day to day	Interview	Essential
10.	Ability to use initiative and problem solve	Interview	Essential
11.	Excellent organisational and delegation skills	Interview	Essential
12.	Ability to work under pressure and to specific deadlines	Interview	Essential
13.	Excellent interpersonal skills, ensuring tactful and diplomatic relationships are maintained with a range of internal & external stakeholders	Application & Interview	Essential
14.	Commitment to excellent internal and external customer service	Interview	Essential
15.	Ability to work in a professional and confidential manner	Interview	Essential
16.	Flexible to adapt to changing workload demands and new organisational challenges	Interview	Essential
17.	Willingness to work flexible hours according to needs of the centre	Application	Essential

Salary:	Up to £26,500 per annum	
	Point One:	£24,500 per annum
	Point Two:	£25,000 per annum
	Point Three:	£25,500 per annum
	Point Four:	£26,000 per annum
	Point Five:	£26,500 per annum
<p>Please Note: <i>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 –</i></p>		

Hours of Work:

Full time hours are 37.5 hours per week (part time will be considered, no less than 22.5 hours per week). To be worked on site and flexibly according to operational business needs. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. There may be a requirement to take part in the Local On Call Rota for which additional payments are made.

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.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working fewer than 37.5 hours per week. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 22.5 hours per week.

Birthday Holiday Bonus:

After two years' continuous service, 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. This bonus will only come into effect in the leave year after two full years' service. 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. After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of

Authorised by:		Date Authorised:		Page Number:	7
-----------------------	--	-------------------------	--	---------------------	----------

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 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 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.

Pension:

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

Life Assurance:

Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

Authorised by:		Date Authorised:		Page Number:	8
-----------------------	--	-------------------------	--	---------------------	----------

We Care 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:

You will receive a £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:

We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 months between resigning from their original post and taking up their new role.

Company mobile phone and laptop:

If applicable to your job role, a mobile smart phone, laptop and a 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's Travel Expenses policy. Please contact the HR Department for a copy of this.