



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

Learning & Development Compliance Officer Reference: 81399
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: 04 April 2025
Interview Date: 14th April 2025

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 South, 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.



CoverLetter Page 1 of 8	Date of Issue: 04 March 2025		
----------------------------	------------------------------	--	--

JOB DESCRIPTION – Learning & Development Compliance Officer

Head Office, Stockport Town Centre

Hours: 37.5 to be worked flexibly whilst ensuring that core hours are covered (9am – 5pm).

Responsible to: Head of Engagement & Learning / Service Director with HR responsibility

Main Duties:

Compliance and Quality Assurance

1. Ensure that training delivery aligns with external regulatory frameworks, including:
 - Skills for Care endorsement criteria.
 - Adult Social Care Quality Assurance Care Learning Service (ASC-QACLs).
 - CQC compliance for training and development.
 - Accredited qualification standards with TQUK and Highfield.
 - RSPH benchmarks for public health-related training.
 - Equality standards, such as Stonewall Equality Index requirements.
 - Management of specific ongoing processes, performance reports, statistical performance and benchmarking and strategic vision of the Creative Academy.
 - Creating and submitting weekly and monthly reports to both the Head of Engagement & Learning and other Executive team members.
2. Conduct regular audits of training programmes, policies, and records to ensure compliance with internal policies and external standards.
3. Support the Vocational Centre Manager to manage processes for internal and external verification of qualifications, ensuring that standardisation procedures meet accreditation requirements.
4. Develop and implement robust quality assurance mechanisms to support the accreditation of Creative Academy's qualifications and learning programmes.

Training Delivery and Content Management

1. Collaborate with the Head of Engagement and Learning, Training Manager, L&D Business Manager and Vocational Centre Manager to design and deliver high-quality training programmes and materials aligned with Creative Support's mission and values.
2. Ensure training content is regularly reviewed and updated to reflect current best practices, regulatory updates, and feedback from learners and managers.
3. Support the development of blended and e-learning solutions to enhance accessibility and engagement in training delivery.

Internal and External Relationships

1. Work with the senior management team to act as the key liaison with accrediting bodies, including TQUK and Highfield, to maintain and expand Creative Academy's portfolio of accredited qualifications.
2. Work with the Executive Team and Board of Trustees to present compliance updates, audit findings, and strategic vision.
3. Support department leads and senior managers in understanding and implementing compliance requirements across their teams.
4. Engage with external stakeholders during inspections, audits, and verification visits, providing necessary documentation and evidence of compliance.

Monitoring and Reporting

1. Maintain accurate training records, ensuring compliance with GDPR, data protection regulations and organisational policies.
2. Produce detailed compliance reports for the Executive Team, Board of Trustees, and accrediting bodies, highlighting risks, progress, and areas for improvement.
3. Track and manage learner outcomes, qualification completions, and compliance metrics to inform decision-making and strategic planning.

Standardisation and Verification

1. Support the implementation of internal standardisation practices, ensuring consistency and quality in training delivery and assessment across all accredited qualifications.
2. Organise and participate in standardisation meetings to ensure assessors and verifiers are aligned with accreditation requirements.
3. Support the Vocational Centre Manager to facilitate internal verification processes and coordinate with external verifiers from accrediting bodies (if needed) during verification visits and audits.

CoverLetter Page 3 of 8	Date of Issue: 04 March 2025		
----------------------------	------------------------------	--	--

Continuous Improvement

1. Identify opportunities to enhance the quality and compliance of Creative Academy's training and development initiatives.
2. Benchmark practices against sector leaders and make recommendations for innovation and improvement.
3. Promote a culture of continuous learning and professional development across the organisation.

Other:

1. Promoting Equality and Diversity as part of the culture of the organisation.
2. To accept regular support and supervision.
3. To carry out all work in a manner consistent with the aims and principles of Creative Support.
4. To identify own training needs in discussion with line manager and to attend training events and courses as required.
5. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support including confidentiality and data protection policies.
6. Any other duties as required.

PERSON SPECIFICATION – Learning & Development Compliance Officer

Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of working in a HR/L&D related environment	Application & Interview	Essential
2	Experience of working with quality assurance processes	Application & Interview	Desirable
3	Achieved a degree or similar academic qualification	Application & Interview	Desirable
4	A good working knowledge of MS office, experience of record keeping, producing reports and regulated systems	Application & Interview	Essential
5	Experience of providing customer focused and responsive services to internal or external customers	Application & Interview	Essential
6	Good interpersonal, listening, verbal communication and negotiating skills	Application & Interview	Essential
7	Ability to organise and prioritise the work on a day today basis to achieve targets and deadlines	Application & Interview	Essential
8	Ability to facilitate, manage and minute meetings effectively	Application & Interview	Desirable
9	Good attention to detail with a high standard of written English and the ability to produce high quality reports	Application & Interview	Essential
10	Ability to create and maintain databases	Application & Interview	Desirable
11	Training, facilitation and presentation skills	Application & Interview	Desirable
12	Ability to use initiative, problem solve and work well under pressure	Application & Interview	Essential
13	A discreet and confidential approach to personnel related matters	Application & Interview	Essential

TERMS AND CONDITIONS – Learning & Development Compliance Officer

Head Office, Stockport Town Centre

Salary: Up to £13.25 per hour

Hours of Work:

Full time hours are 37.5 per week to be worked flexibly to meet the needs of the service which may on occasion include participation in an out of hours on call rota which will include weekend (Sat/Sun 8am-4pm) shifts on a rota basis. This will be predominantly between 9am and 5pm.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance during probationary period will be assessed against the job description, person specification and competency framework of this role.

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 your end of probationary review paperwork.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

After successfully completing your probation, 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.

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.

CoverLetter Page 6 of 8	Date of Issue: 04 March 2025		
----------------------------	------------------------------	--	--

Life Assurance:

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after six months of 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 the 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

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.

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 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:

CoverLetter Page 7 of 8	Date of Issue: 04 March 2025		
----------------------------	------------------------------	--	--

£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 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.