





Brandon
Live free
the learning disability charity

Support Worker (Fired Up Ceramics)

14.5 Hours Per Week

Project Leader/Enterrise Manager

Basic/Standard DBS

Fired Up Ceremics and Other Brandon Locations

Purpose:

To provide high-quality, person-centred support to people with learning disabilities and autism within Brandon Trust's pottery enterprises.

The role will support people to develop independence, confidence, practical pottery skills, employability skills and meaningful outcomes through participation in creative, work-based and community activities.

The post holder will work alongside people we support, enabling them to make choices, develop relationships, participate in enterprise activities and achieve their individual goals whilst promoting dignity, inclusion and wellbeing at all times

Objectives:

Person-Centred Support

- Deliver person-centred support in line with individual support plans and outcomes.
- Enable people to make informed choices and maintain control over their own lives.
- Support individuals to develop independence, confidence and life skills.
- Promote dignity, respect, equality, diversity and inclusion.
- Support people to access learning, volunteering, employment and community opportunities

- Build positive and professional relationships with people we support, families, carers and professionals.
- Support people with personal care, medication administration and health-related tasks where required.

Pottery and Creative Activities

- Support people to participate safely in pottery, ceramics and creative activities.
- Assist individuals to develop practical skills including clay preparation, glazing, decorating and finishing products.
- Support workshop activities and customer experiences where appropriate.
- Encourage creativity, skill development and achievement.
- Assist in preparing materials, equipment and workspaces for daily activities.
- Support participation in enterprise events, exhibitions and community activities.

Health, Safety and Safeguarding

- Follow Brandon Trust policies and procedures relating to safeguarding, health and safety and risk management.
- Ensure pottery equipment, materials and tools are used safely.
- Identify and report hazards, incidents and near misses.
- Follow risk assessments, COSHH guidance and safe systems of work.
- Act promptly on any safeguarding concerns and report these in accordance with policy.
- Maintain a safe, clean and welcoming environment.

Communication and Record Keeping

- Complete accurate and timely support records and documentation.
- Always maintain confidentiality.
- Communicate effectively with colleagues & families.
- Contribute to reviews, support planning and goal-setting meetings.
- Use digital systems appropriately to record information and complete organisational requirements.

Team Working

- Work collaboratively with colleagues, volunteers and supported employees.
- Attend team meetings, supervision sessions and training.
- Share knowledge and best practice with colleagues.
- Contribute positively to team objectives and service development.
- Support the induction of new colleagues and volunteers where appropriate.

Key Relationships

- Enterprise manager
- Project Leader
- Project Coordinator
- Supported Employees
- Enterprise Teams
- Customers and other members of the public
- Contractors and suppliers
- Partner organisations

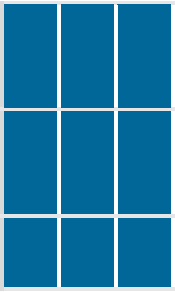
Skills and behaviours you need for this role

CORE SKILLS

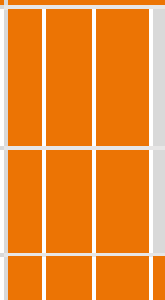
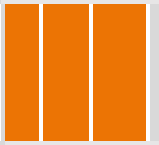
Skill	Level required for role	What this means
Data Literacy		People at this level can use information accurately and appropriately to support people, record progress and maintain confidentiality.
Digital Skills		People at this level choose and develop digital tools, promote secure working practices, and support innovation across their teams.
Governance and Compliance		People at this level use governance and compliance rules in their daily work to help keep the organisation safe and responsible.
Commercial Awareness		People at this level help manage budgets, track spending, and support good financial decisions.
Health and Safety		People at this level develop and implement health and safety strategies, ensuring the organisation prioritises compliance, risk reduction, and employee wellbeing.
Inclusion		People at this level lead on inclusive practice across teams or departments and influence change.

BEHAVIOURS - VALUES

Behaviour	Level required for role	What this means
Equip		People at this level manage preparation and consistency with confidence. They support others in adopting effective practices and ensure that tools and information are accessible and reliable.
Involve		People at this level consistently involve and engage others, creating an environment where collaboration, inclusion, and shared decision-making are the norm.

Support		People at this level actively support, advocate for, and empower others. They help create a workplace where people feel valued, included, and confident in their abilities.
Recognise		People at this level consistently demonstrate excellent listening, communication, and responsiveness, ensuring clarity in all interactions.
Challenge		People at this level proactively take ownership, embrace change, and encourage innovation in their teams and work.

SPECIALIST SKILLS

Skill	Level required for role	What this means
Pottery and Creative Activities		People at this level manage production with confidence. They solve problems, support others, and make sure casting and clay work meet studio standards while staying safe and on time.
Decorating and Finishing		People at this level manage decorating work with confidence. They solve common glazing and painting problems, support others, and ensure finishes meet studio standards.
Customer Experience Events & Workshops		People at this level scale high-quality customer experiences, standardise best practice, and ensure events drive repeat visits and sales.
Quality Control, Fault Management and Product Recalls		People at this level lead quality checks, reduce faults, and make sure recall and rework are handled quickly and clearly.
Equipment, Kilns, Health & Safety and Dust Control		People at this level lead the studio's safety systems, equipment standards and kiln strategy.
Stock Handling, Materials and Supplier Liaison		People at this level plan stock to match demand, solve supply problems and support efficient production.
Workspace Organisation, Preparation & Workflow		People at this level design studio-wide workflows that increase throughput, reduce errors and keep people safe.
Documentation, Record Keeping & Customer Orders/Bookings		People at this level ensure records are accurate, timely and useful. They support traceability and smooth customer communication.

COMPETENCIES

Behaviour	Level required for role	What this means
Customer-Centric		People at this level help create a customer-first way of working and support strong service across teams
Attention to Detail		People at this level embed accuracy and quality assurance across teams and core processes.
Initiative		People at this level demonstrate a proactive approach to problem-solving and business improvement.

Communication		People at this level lead with clarity and impact, using verbal communication to influence outcomes and build alignment.
Problem Solving		People at this level use strategic problem-solving to improve efficiency and support innovation.
Emotional Intelligence		People at this level lead teams with emotional awareness and help create a positive, engaged work culture.
Reliability		People at this level drive reliability across teams and functions, setting systems and standards to ensure follow through.
Flexibility		People at this level use flexibility to solve problems, support others, and respond proactively when things change.
Teamwork		People at this level lead and develop high-performing teams, fostering a culture of collaboration.
Time Management		People at this level balance multiple priorities confidently, supporting others to manage time and workload effectively.