



Creative Support Ltd, Head Office

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SK1 3TS www.creativesupport.co.uk

Recruitment Administrator

Reference: 80400

Recruitment Department, 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: 15 July 2024

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



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JOB DESCRIPTION – RECRUITMENT ADMINISTRATOR

Recruitment Department, Head Office, Stockport Town Centre

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

Responsible to: Recruitment Supervisor

The Role:

You will work as part of the Recruitment Administration team to support recruitment responsibilities for the organisation. You will act as a point of contact for candidates and senior managers for all stages of the recruitment process including; content creation for advertising requests, interview questions, promotional recruitment based queries, carrying out the listing of online postings across contracted recruitment advertising websites, taking on a front facing role by promoting our vacancies through local jobs fairs and supporting candidates from initial application stage through to sign off, scanning and emailing of key documents, updating reports, data entry alongside other duties including inter-departmental administration support if required.

Role Duties

Advertising:

1. You will be a point of contact for senior project staff and managers in regards to advertising requests, logging the required advert information on the Recruitment Activity Report then generating suitable and professional advert text and accurately detailed Job Descriptions that reflect the requirements of the role.
2. To take ownership of your own workload, updating relevant individuals and records regarding progress and deadlines. You will assess incoming advert requests on the basis of ensuring requests are completed to meet specified deadlines and that your personal advertising workload does not impact additional duties you carry out within the department.
3. To draft and edit advertising text and job descriptions ensuring accuracy, consistency and that any required checks by relevant senior managers have been carried out. Also, to ensure external and internal advertisements adhere to company recruitment branding and detail any required law exemption clauses for specific role requirements.
4. To regularly carry out reviews of advert and job description drafts to ensure that key information is up to date and that content is refreshed to ensure roles continue to appear attractive to potential applicants.
5. To update the Recruitment Activity Report and related additional reports with all work status and to provide statistical reports/data on request by the Recruitment Supervisor.

Recruitment Marketing/Events:

1. Supporting in the organisation and promotion of recruitment based events and jobs fairs. This could include liaising with local managers/event organisers and aiding and contributing to the production and development of marketing related materials to promote events (posters/flyers/ emails etc.)
2. Attending recruitment based open days and events, promoting our roles and providing a friendly point of contact for potential candidates.

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3. Aid and contribute in the production and development of recruitment marketing related materials in any other areas as required.

Applicant Processing:

1. To log incoming application forms onto the department's Applicant Activity Report then electronically distributing shortlisted digital application forms to relevant service contacts for interview.
2. To act as a point of contact for services for the creation and provision of suitable interview question sets for local interviews upon request. By adapting interview question master documents, you will provide role specific question sets by referring to the corresponding job description to adapt the master version of the document.
3. To liaise with services in regards to interview paperwork, logging successful and unsuccessful interview outcomes on the central database.
4. To build professional relationships with new starters and local managers to support candidates in their smooth and positive commencement of work within their service. This will include ensuring confirmations of start date and time with both the candidate and relevant senior within the project.
5. Ensure that every new starter you are responsible for is processed as efficiently as possible so as to achieve timely confirmed start dates.
6. To obtain pre-employment checks for all new starters relating to the services you are responsible for. These checks include reference requests, a full DBS (Disclosure and Barring Service) disclosure, health declarations and any further follow up or investigatory steps that are required such as missing information or reference authenticity.
7. To maintain accurate recordings of all day to day work progress for your caseload in the Caseload Activity Report and each new starter Summary of Works to evidence all actions taken.
8. To ensure and maintain excellent data protection and confidentiality standards at all times, both internally and externally, in accordance with the agreed organisational policy. To work in accordance with the framework for the Data Protection Act and the Payroll and Human Resources Departments to ensure that new starter information is accurate, secure, private and processed in accordance with due process and deadlines.

Other:

1. To attend recruitment related meetings with internal and external bodies and to provide department related support.
2. To provide helpful and friendly customer service as part of the Recruitment team. To represent the department in a positive, customer service focused manner by answering and responding to incoming telephone queries.
3. To ensure that any queries are dealt with in a professional manner and that any messages taken for colleagues are passed to the relevant staff member in full and with accurate detail.
4. To log, scan and distribute any additional requested or required files and documents as instructed by the line manager.

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5. To support with collating, preparing and coordinating the provision of employee files for the purposes of CQC (Care and Quality Commission) project inspections, updating the relevant records when required.
6. To support the processing of submitted paperwork relating to Employee Performance Reviews for new starters. To check all relevant fields in the documentation is completed in full, accurate and that subsequent follow up action is carried out with the Payroll department to ensure that employee Probationary Period Bonus payments are made.

General Duties:

1. Opening and sorting incoming mail and then distributing to the relevant staff members.
2. Ensuring the department working areas are kept tidy and well maintained at all times.
3. To co-ordinate own work in liaison with the line manager.
4. To type general correspondence and carry out data entry tasks as required.
5. To provide administrative support for both Recruitment and other department staff in the event of absence if required.
6. To complete and submit an accurately completed timesheet on a weekly basis.
7. You will accept regular supervision from the line manager.
8. 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.
9. You will maintain confidentiality at all times in accordance to Creative Support Policy and the framework of the Data Protection Act.
10. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
11. Any other duties as required

PERSON SPECIFICATION – RECRUITMENT ADMINISTRATOR
Recruitment Department, Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Administration experience working in a busy office environment	Application Form	Desirable
2	A working knowledge of MS Office (e.g. Word, Excel, Access)	Application & Interview	Essential
3	Excellent verbal and written communication and interpersonal skills	Application & Interview	Essential
4	Excellent document production skills including proof reading, layout and written English	Application & Interview	Essential
5	Confidence to support with and attend recruitment events	Application & Interview	Essential
6	A high standard of numeracy	Application & Interview	Desirable
7	Fast and accurate typing skills, able to produce high quality written reports/documentation and records with an excellent command of English spelling, punctuation and grammar	Application Form	Essential
8	The ability to work to deadlines under pressure	Application & Interview	Essential
9	Ability to organise and prioritise a busy workload by effectively managing duties and excellent time management skills	Application & Interview	Essential
10	A common sense approach to problem solving	Application & Interview	Essential
11	The ability to work flexibly according to the changing needs of a busy department	Application & Interview	Essential
12	Willingness to consult colleagues and to work as part of a team	Interview	Essential
13	A commitment to customer care	Application & Interview	Essential
14	Recruitment and/or human resource training	Application Form	Desirable
15	Degree level qualification or equivalent	Application & Interview	Desirable
16	Willingness to work flexible hours which may include some evening and weekend work as agreed with line manager and national travel when required	Interview	Essential
17	Willingness to attend training courses and events	Interview	Essential
18	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – RECRUITMENT ADMINISTRATOR
Recruitment Department, Head Office, Stockport Town Centre

Salary:	Up to £11.25 per hour	
	Point One:	£11.00 per hour / £21,450 per annum
	Point Two:	£11.25 per hour / £21,937 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 – Payscale will be reviewed to reflect the 01 April minimum wage increase</i></p>		

Hours of Work:

Full time hours: 37.5 per week, 9:00am till 5:00pm Monday to Friday. Hours are to be worked flexibly, including participation in an out of hours rota organising support shift cover at our projects which will include weekend (Sat/Sun 8am-4pm) shifts on a rota basis if required (once every 8-12 weeks on average if support is required). Any overtime worked can be claimed back paid or as toil.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in 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 you end of probationary review paperwork.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

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.

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- 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 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

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.

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.

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.

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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 have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

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.