



Creative Support Ltd, Head Office

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HR Data Compliance Coordinator

Reference: 82759

Head Office, Stockport

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: 25 July 2024

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 return the completed application form to **Creative Support** in the enclosed Freepost envelope or to Recruitment, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope **must be done so using the correct postage amount**. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

To find out more about this opportunity please contact Sarah.Kissack@creativesupport.co.uk

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – HR DATA COMPLIANCE COORDINATOR
HR Department, Stockport Town Centre



Hours: 37.5 to be worked flexibly whilst ensuring that core hours are covered (9:00am - 5:00pm).

Responsible to: Head of People and Performance / HR Service Director

Location: Based in our Head Office in Stockport.

The Role:

We have an exciting opportunity to join the Creative Support HR Team as a **Data Compliance Coordinator** to assist the team with supporting employees through the Certificate of Sponsorship process and Skilled Work Visa application. This will also include supporting employees and managers on immigration, employee's right to work, DBS checks and the monitoring of employees probationary periods.

The candidate must have experience and knowledge in the Certification of Sponsorship process with strong computer skills, working primarily in Microsoft Office, including Excel, Word and Outlook. Experience using the UKVI Sponsor Management System (SMS) is also desirable. In addition, you must have excellent customer services skills as you will be liaising and meeting staff members. You will be responsible for supporting and guiding employees on immigration and right to work options. You must be confident in speaking and corresponding with employees and management in person, over the phone and via email as this forms a major part of the job role.

This role is ideal for someone seeking a varied, busy, and rewarding position that offers constant opportunities for development within an HR setting. Some HR experience would be beneficial but we are happy to train the right candidate.

Main Duties/Responsibilities

1. Take the lead within the organisation in managing and monitoring Compliance for our employees regarding Right to Work, Visa Sponsorship, DBS Checks and Probationary Reviews.
2. Support the HR Department in administering Creative Support's Certificate of Sponsorship programme.
3. Responsibility for helping to maintain compliance with Immigration Sponsor License by managing right to work check processes for both current employees and new recruits.
4. Management of specific ongoing processes, review of Certificate of Sponsorship documents, Right to Work checks and application tracking.
5. Maintain accurate records including updating UKVI records both on Itrent and on the UKVI Sponsorship Management System (SMS).
6. Arranging and conducting sponsorship interviews with senior members of the HR Team and staff who have requested Visa Sponsorship who have requested visa sponsorship with Creative Support. Booking meeting rooms for Sponsorship Interviews and preparing interview packs and paperwork for the Interviews themselves.

7. Responsible for line managing the Junior Data Compliance Officer, ensuring they are fully supported in their role and conducting regular supervisions with them.
8. Support the Junior Data Compliance Officer of the management of the visa sponsorship email inbox, triaging cases for action or sign posting where required. Answering telephone queries professionally from both staff and managers querying right to work or visa sponsorship.
9. Ensuring all staff files (both physical & electronic) remain up to date and accurate (i.e. Supporting Documents) as per UKVI Compliance rules and regulations.
10. Supporting employees once they have Certificate of Sponsorship in applying for their Skilled Worker Visa, including the creation of Visa Application guides.
11. Liaise with our external Immigration Consultant with regards to complex queries around sponsorship, visa applications and right to work.
12. Monitoring the working hours and absences from work of all Sponsored employees, ensuring all Reportable Events are reported within the required timeframes on the SMS.
13. Monitoring all Skilled Worker Visas for employees who have their Certificate of Sponsorship with a different employer to ensure they are compliant with the Right to Work regulations.
14. Monitoring our DBS data and ensuring all employees have an update to date DBS in place in line with our policies and CQC regulations. To include; keeping up to date DBS data and working closely with employees and managers to ensure all information is requested and received in a timely manner.
15. Working closely with the HR Team to monitor employee's probationary periods to ensuring all staff are successfully passing the probationary periods and being paid their probationary bonus, whilst referring any performance issues to the HR Officers and HR Team Leaders.
16. Creating and submitting weekly and monthly reports to both the HR team and HR Service Director to review immigration and DBS data.
17. Drafting / updating and publishing new policies, forms and processes as required.

Other

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

PERSON SPECIFICATION – HR DATA COMPLIANCE COORDINATOR

HR Department, Stockport Town Centre



	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of working in a HR related environment	Application & Interview	Essential
2	Experience of working with Rights to Work and VISA Sponsorships.	Application & Interview	Essential
2	Achieved a degree or similar academic qualification	Application & Interview	Desirable
3	HR related qualification, eg CIPD	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	Experience of staff recruitment processes including selection processes, interviewing and pre-employment checks	Application & Interview	Desirable
9	Ability to facilitate, manage and minute meetings effectively	Application & Interview	Desirable
10	Good attention to detail with a high standard of written English and the ability to produce high quality reports	Application & Interview	Essential
11	Ability to create and maintain databases	Application & Interview	Desirable
12	Training, facilitation and presentation skills	Application & Interview	Desirable
13	Ability to use initiative, problem solve and work well under pressure	Application & Interview	Essential
14	A discreet and confidential approach to personnel related matters	Application & Interview	Essential
15	Willingness to work flexible hours which may include some travelling and some evening and weekend work as agreed with line manager	Application & Interview	Essential

TERMS AND CONDITIONS – HR DATA COMPLIANCE COORDINATOR

HR Department, Stockport Town Centre



Salary:	Up to £29,925 per annum	
	Point One:	£29,061.99
	Point Two:	£29,925.65
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>		

Hours of Work:

Full time hours are 37.5 per week to be worked flexibly to meet the needs of the department. This will be predominantly between 9:00am and 5:00pm.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Support in completion of the CIPD qualification may be available upon completion of the probationary period.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

All contracted employees are 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.

Life Assurance:

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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 its 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 a regular basis to any of the registered charities either large or small.

Achieve Q 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:

£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 had 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.