

**Creative Support Ltd, Head Office**

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## HR Data Compliance Officer

**Reference: 82816**

**Human Resources 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: 25 July 2025

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto: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**

*Please note that all employees are required to complete an enhanced DBS check.*

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**Stonewall DIVERSITY CHAMPION**



**JOB DESCRIPTION – HUMAN RESOURCES COMPLIANCE OFFICER**  
**HR Department, Stockport Town Centre**



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

**Responsible to:** Head of People and Performance / Service Director with HR responsibility/ Employee Data Manager

**Location:** Based in our Head Office in Stockport, the role requires extensive travel to all our service locations nationally.

**The Role:**

We have an exciting opportunity to join our recently awarded Platinum Investors in People HR Team as a **Data Compliance Officer**. The role will be to support the Compliance Team in ensuring the organisation is compliant with regulatory and internal policies in accordance with agency and stakeholder requirements. The successful candidate will assist the team with supporting employees and managers on immigration, the right to work, DBS compliance and our End of Probationary process. This will include supporting employees through the Certificate of Sponsorship process and Skilled Work Visa application.

The candidate must have strong computer skills, working primarily in Microsoft Office, including Excel, Word and Outlook. In addition, you must have excellent customer services skills as you will be liaising and meeting staff members. You will work closely with our Data Compliance Coordinator 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:**

- To support the Data Compliance Coordinator in administering Creative Support's Certificate of Sponsorship programme.
- Responsibility for helping to maintain compliance with Immigration Sponsor License by managing right to work check processes for both current employees and new recruits.
- Management of specific ongoing processes, review of CoS documents, Right to Work checks and application tracking.
- Maintain accurate records including updating UKVI records both on iTrent and on the Home Office Sponsorship Management System (SMS).
- 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.
- Overseeing and maintaining 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.
- Creating and submitting weekly and monthly reports to both the HR team and HR Service Director to review immigration data.
- Ensuring all staff files remain up to date and accurate (i.e. Supporting Documents) as per UKVI Compliance rules and regulations.
- Supporting employees once they have Certificate of Sponsorship in applying for their Skilled Worker Visa, including the creation of Visa Application guides.
- Liaise with our external Immigration Consultant with regards to complex queries around sponsorship, visa applications and right to work.
- Providing support and guidance for those going the visa sponsorship with any follow-up welfare support as required.
- 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.
- 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.
- 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.
- Creating and submitting weekly and monthly reports to both the HR team and HR Service Director to review immigration and DBS data.

#### 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.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential / Desirable</b>
<b>1</b>	Experience of working in a HR related environment	Application & Interview	Essential
<b>2</b>	Experience of working with Rights to Work and VISA Sponsorships.	Application & Interview	Desirable
<b>2</b>	Achieved a degree or similar academic qualification	Application & Interview	Desirable
<b>3</b>	HR related qualification, eg CIPD	Application & Interview	Desirable
<b>4</b>	A good working knowledge of MS office, experience of record keeping, producing reports and regulated systems	Application & Interview	Essential
<b>5</b>	Experience of providing customer focused and responsive services to internal or external customers	Application & Interview	Essential
<b>6</b>	Good interpersonal, listening, verbal communication and negotiating skills	Application & Interview	Essential
<b>7</b>	Ability to organise and prioritise the work on a day today basis to achieve targets and deadlines	Application & Interview	Essential
<b>8</b>	Experience of staff recruitment processes including selection processes, interviewing and pre-employment checks	Application & Interview	Desirable
<b>9</b>	Ability to facilitate, manage and minute meetings effectively	Application & Interview	Desirable
<b>10</b>	Good attention to detail with a high standard of written English and the ability to produce high quality reports	Application & Interview	Essential
<b>11</b>	Ability to create and maintain databases	Application & Interview	Desirable
<b>12</b>	Training, facilitation and presentation skills	Application & Interview	Desirable
<b>13</b>	Ability to use initiative, problem solve and work well under pressure	Application & Interview	Essential
<b>14</b>	A discreet and confidential approach to personnel related matters	Application & Interview	Essential

<b>Salary:</b>	<b>Up to £25,389 per annum pro rata</b>	
	<b>Point One:</b>	£12.98 per hour / £25,307.10 per annum
	<b>Point Two:</b>	£13.21 per hour / £25,748.97 per annum
	<b>Point Three:</b>	£13.41 per hour / £26,150.67 per annum
<b>Please Note:</b> <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 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. 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:

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.

#### **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.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended 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.

**Vaccination Policy:**

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us unless you have a medical exemption. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.