

**Creative Support Ltd, Head Office**

Wellington House
131 Wellington Road
Stockport, SK1 3TS

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www.creativesupport.co.uk
recruitment@creativesupport.co.uk

Recruitment Support Administrator
Recruitment Department, Stockport Town Centre**Reference: 84186**

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: 24 October 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, 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 SUPPORT ADMINISTRATOR

Recruitment Department, Head Office, Stockport Town Centre

Hours: Full time hours (37.5 hours per week), Monday to Friday 9:00 – 17:00

Responsible to: HR and Recruitment Manager

Role Duties:

You will be responsible for providing office and administrative support to our busy Recruitment Department. In this role, you will be responsible for supporting colleagues with general office duties, maintaining the department filing systems and helping to ensure the smooth running of the office in accordance with human resource strategies, organisational policies and best practice. This will be monitored in line with our safe recruitment practices to ensure we are CQC compliant.

You will also be responsible for ensuring recruitment interview and selection processes are followed across the organisation. You will ensure the recruitment experience of applicants from application submission & shortlisting through to interview establishes a positive on boarding journey – both locally within specific services and also across our Head Office. You will regularly liaise with Senior Management and the Executive Team, producing data driven reports to review specific timeframes and feedback provided between application and interview. In addition, highlighting potential areas of improvement needed across the across the organisation from data extracted from these ongoing reports.

You will also be required to provide excellent customer service and support at all times, meeting and interacting with a wide range of internal professional individuals and potential applicants on a day-to-day basis. This will include responding to incoming queries via telephone and email. Additional duties may include general support to colleagues to ensure smooth running of the department. Such as application processing, application shortlisting, responding to CQC inspection requests, work trial management and Employee Probationary Review documentation.

Office Administration:

1. Ensuring employee records are stored in a secure and confidential manner, organising and filing high confidential documents whilst paying attention to detail and accuracy.
2. To assist in the retrieval and archiving of data in a methodical manner for it to be easily accessible as and when required.
3. To oversee current employees' work trials including chasing outstanding documents ensuring these are received in a timely manner and work trials are completed within the assigned timeframe. Including notifying the relevant managers/HR to provide regular updates on the progress.
4. 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. Including prioritising urgent CQC requests where needed.
5. To assist in ensuring the effective running and co-ordination of Recruitment administration; including the maintenance of manual and computerised employee records, in particular iTrent.
6. Notifying the department and wider senior management of any instances where recruitment procedure is not being adhered to at the required standards and taking steps to resolve any gaps in the process.

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Interviews:

7. To assist services in compiling interview packs for arranged panels which will include application forms, scoring matrixes, interview questions, group/individual exercises, schedules and feedback forms.
8. Liaise with local service senior staff to follow up on successfully shortlisted candidates, confirming interview bookings have taken place in a timely manner. Escalating to relevant Senior Management or Service Directors where required.
9. Maintaining and tracking a live record of interview outcomes for all successfully shortlisted candidates, raising identified services where local Recruitment procedure guidance may be required.
10. Completing data-driven reports on a weekly basis and circulating to relevant Senior Management, including the Recruitment Department, Service Directors and the wider Executive Team.
11. Reviewing and updating interview question sets and any relevant documentation that reflect the needs of the service, role and competency standards of the organisation.
12. Supporting the organisation with agency usage and cost through effectively monitoring and chasing interviews relating to agency recruitment where required.
13. Attending meetings where required to support the wider organisation.

Recruitment Marketing/Events:

1. Attending recruitment based open days and events, promoting our roles and providing a friendly point of contact for potential candidates.
2. Aid and contribute in the production and development of recruitment marketing related materials in any other areas as required.
3. Supporting the Recruitment Development Officer with progressing applications, tracking interviews and resolving queries received from recruitment events. This will be in line with the needs of the organisation.

Additional Department Duties:

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. Ensure that every application you are responsible for is processed as efficiently as possible so as to achieve timely confirmed start dates.
4. Supporting the wider recruitment team to support with queries on applications by contacting applicants directly to resolve and process.
5. To maintain accurate recordings of all day to day work.

6. 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.
5. 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.

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

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Administration experience working in a busy office environment or relevant transferrable skills	Application Form	Desirable
2	Comprehensive working knowledge of Microsoft packages (including Word, Excel and PowerPoint)	Application & Interview	Essential
3	Excellent interpersonal communication skills including a high level of written and oral English	Application & Interview	Essential
4	Demonstrable commitment to customer care with a high level of customer service showing emotional intelligence and resilience	Application & Interview	Essential
5	Ability to build effective working relationships with internal and external stakeholders across a diverse range of professional and managerial groups	Application & Interview	Essential
6	Experience of collecting, organising and studying data to provide organisational insight	Application & Interview	Desirable
7	Fast and accurate typing skills, with the ability to produce high quality written reports/documentation and records with an excellent command of English spelling, punctuation and grammar	Application Form	Essential
8	Strong attention to detail ensuring all work is completed accurately and to a high standard	Application & Interview	Essential
9	Strong time management and resource planning skills with an ability to prioritise effectively and work to deadlines	Application & Interview	Essential
10	A commitment to the continuous improvement for processes and procedures within the recruitment team	Interview	Essential
11	The ability to work flexibly according to the changing priorities of the department	Application & Interview	Essential
12	Ability to use your own initiative and collaborate effectively as part of the wider recruitment team and liaise with Senior Management.	Interview	Essential
13	Confidence to support with and attend external recruitment events	Application & Interview	Essential
14	Previous recruitment or personnel experience	Application Form	Desirable
15	Degree level qualification or equivalent	Application & Interview	Desirable
16	Willingness to work flexible hours which may include some national travel, evening or weekend work where required, as agreed with your line manager	Interview	Essential
17	Willingness to attend required and relevant training courses to support continuous development	Interview	Essential
18	Willingness to participate in regular supervision with your line manager	Interview	Essential

TERMS AND CONDITIONS – RECRUITMENT SUPPORT ADMINISTRATOR

Recruitment Department, Head Office, Stockport Town Centre

Salary:	Up to £12.80 per hour	
	Point One:	£12.60 per hour
	Point Two:	£12.70 per hour
	Point Three:	£12.80 per hour
Please Note: Rates effective from April 1st 2025 <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: 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.

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- 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 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.

We Care 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.

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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 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.