



Creative Support Ltd, Head Office

Wellington House
131 Wellington Road
Stockport, SK1 3TS

Tel: 0161 236 0829
www.creativesupport.co.uk
recruitment@creativesupport.co.uk

HR Team Leader

Reference: 84231

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: 24 October 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 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

All candidates are subjected to enhanced DBS checks.

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JOB DESCRIPTION – HR Team Leader

Human Resources Department, Stockport Town Centre



Hours: Full Time and Part Time hours will be considered. Full time is 37.5 hours per week. (Working flexibly to meet the needs of the office and business)

Responsible to: Head of People & Performance

The Role:

Human Resource Team Leaders are responsible for the delivery of a HR Advice & Support Team across the organisation. The role incorporates:

- Offering advice and guidance to managers with all aspects of HR, specifically including investigations, disciplinaries and grievances
- Employee engagement
- Employee communications
- Competence, capability and performance management
- Management & coordination of the HR Officers
- Conduct and discipline at work
- Attendance and sickness management
- Welfare support and stress prevention/management
- Employee health and wellbeing
- People motivation, satisfaction and retention
- Employee career development and upskilling
- Workplace inclusion and diversity
- Relationships with workplace representatives/trade unions
- Delivering HR training
- Leading on local investigations
- Chairing formal meetings when required

The Human Resource Team Leader will lead the team to ensure excellence in practice, fairness, consistency and customer service in all aspects of the HR function - managing the ongoing professional development of the team and fostering excellent team working.

Human Resources Advisory Service:

- 1.1** To oversee the delivery of an internal HR advisory service across the company
- 1.2** To work in close liaison with the Head of People & Performance, Executive Team, other senior managers and our external advisors to ensure excellence in practice
- 1.3** To lead a team to provide advice, guidance and practical support to employees and managers in respect of all HR processes including:
 - Disciplinary processes (ensuring best practice through investigations, hearings & appeals through briefings or attendance)
 - Grievances
 - Staff performance & Capability (including devising & implementing performance targets)
 - Conduct
 - Welfare

- Sickness
 - Absence management
 - Mediation (including acting as a mediator where required)
 - Flexible working requests
 - Liaison with Trade Unions
 - Preparation for Tribunal Hearings (including attendance to represent the organisation)
- 1.4** To maintain a database of performance management, grievance and sickness absence cases across the company and present regular statistical reports to the executive team or board on any trends and themes in the company, along with management strategies to tackle these.
- 1.5** To keep abreast of employment law, case law and good practice in the relevant areas and to advise the Executive Management Team and senior staff in conducting and managing investigations, disciplinary and appeal processes.
- 1.6** To liaise with our Employment Law Advisors and Solicitors and to ensure that indemnity is retained for cases that may lead to litigation.
- 1.7** To support the Head of People & Performance in the development of accurate, legally compliant policies & procedures in respect of people management. To support all necessary training and guidance to ensure the effective implementation of procedures.
- 1.8** Attend the Head of Department meetings in the absence of the Head of People and Performance.
- 1.9** Deputising for the Head of People and Performance at Medical Capability Hearings.
- 1.10** Consult employees on variations to their terms and conditions of employment.
- 1.11** Support the TUPE Coordinator on TUPE matters such as one to one consultations when required.
- 1.12** Implement business contingency plans during times of national crises and maximise the contribution of our workforce.
- 1.13** Early conciliation through ACAS.
- 1.14** Whistleblowing investigations.

Staff Management:

- 2.1** To manage HR Officers and administrators as required.
- 2.2** Conduct regular welfare caseload reviews with the HR Officers and administrators.
- 2.3** To lead staff to ensure the highest levels of performance and standards of work are achieved.
- 2.4** To co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of the organisation.

- 2.5** To generate and maintain a person centred ethos at all times and to ensure excellent working relationships with other professionals.
- 2.6** To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
- 2.7** To ensure that staff training and development needs are identified and met on an on-going basis. To participate in the planning and delivery of staff training and development activities.
- 2.8** To ensure that staff understand and are committed to the values and objectives of the service and of Creative Support.
- 2.9** To organise and chair team meetings and promote excellent team working.
- 2.10** To promote and nurture good practice and to brief staff regarding policy and practice issues. To ensure effective internal communication at all times.

General Duties

- 3.1** To accept regular support and supervision.
- 3.2** To carry out all work in a manner consistent with the aims and principles of Creative Support.
- 3.3** To identify own training needs in discussion with line manager and to attend training events and courses as required.
- 3.4** To maintain confidentiality at all times, in accordance with the agreed policy
- 3.5** To undertake travel across England as required and work flexibly to meet deadlines
- 3.6** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 3.7** Authorisation of timesheets.
- 3.8** Any other duties as required.

PERSON SPECIFICATION – HR Team Leader**Human Resources Department, Stockport Town Centre**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working in a HR environment	Application & Interview	Essential
2	Excellent knowledge of employment law, good employment practice and equality legislation	Application & Interview	Essential
3	Experience of managing or supervising a staff team	Application & Interview	Desirable
4	CIPD Qualification or willingness to work towards one within agreed timescales	Application & Interview	Essential
5	Degree or equivalent qualification	Application & Interview	Desirable
6	Experience of supporting TUPE and restructure processes	Application & Interview	Desirable
7	Good verbal communication skills and the ability to listen sensitively to others	Interview	Essential
8	Good written communication skills	Application & Interview	Essential
9	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service.	Interview	Essential
10	Experience of developing organisational strategies and direction	Interview	Essential
11	Ability to write professional reports to influence strategy	Interview	Essential
12	Ability to coordinate work strategically in the team to meet KPI's	Application & Interview	Essential
13	Problem solving approach and ability to use initiative	Application & Interview	Essential
14	Ability to chair and manage meetings effectively	Application & Interview	Essential
15	Experience of staff recruitment and selection processes	Application & Interview	Essential
16	Willingness to work flexibly to meet the needs of the agency	Interview	Essential
17	A willingness to travel to meet the requirements of the post and the needs of the agency	Interview	Essential

Salary:	Up to £37,000 per annum based on experience and qualifications	
	Point One:	£34,000 per annum
	Point Two:	£35,000 per annum
	Point Three:	£36,000 per annum
	Point Four	£37,000 per annum
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 in line with the needs of the business. This will be predominantly between 8am and 6pm.

Holidays:

25 days per annum plus 8 statutory days pro rata.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Birthday Holiday Bonus:

You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken three 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.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

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.

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 six 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 two 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.