

**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 Coordinator**Reference: 84274****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: 21 November 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

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



				Page Number:	1
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JOB DESCRIPTION – RECRUITMENT COORDINATOR

Recruitment Department, Head Office, Stockport Town Centre



Accountable to: Senior Recruitment Team Leader and HR and Recruitment Manager

Hours: Full time hours: 37.5 per week, Monday to Friday 9am till 5pm.
Hours are to be worked flexibly. Includes participation in an Out of Hours rota (Saturdays/Sundays 8am till 4pm) providing cover for the Staff Shift Relief desk (average 1 shift every 8-12 weeks).

The Role:

Working as part of the wider Recruitment Department you will be responsible for managing a caseload of processing new starters ensuring that all required pre-employment checks and associated paperwork are completed and recorded as efficiently as possible. You will act as a point of contact for relevant new starter queries from applicants, project staff and senior managers whilst supporting the wider team as required ensuring best practice is assured within the recruitment process.

Primary Duties

1. Take responsibility for a busy caseload, reporting regularly to the Senior Recruitment Team Leader who will assign your regional file responsibilities.
2. Ensure that every new starter you are responsible for is processed as efficiently as possible so as to achieve timely confirmed start dates.
3. 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.
4. 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 discrepancies such as immigration checks and reference authenticity.
5. To maintain compliance in line with our legal and CQC requirements by managing and verifying right to work checks on all prospective employees. Liaise where necessary with our HR Compliance and Visa Sponsorship teams to ensure compliance is established across wider processes and the organisation.
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.
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.

				Page Number:	2
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8. Ensure a prompt, courteous and professional response to all phone and written enquiries. Additionally, that any written communications sent to candidates, services and managers correspond to the correct authorised and agreed templates and standards.
9. Ensure additional computerised and manual filing systems are kept up to date and to archive documents when required in accordance with the recruitment process and data protection policy.
10. To attend required recruitment related meetings with internal and external bodies and to provide department related support under management of the Recruitment Team Leader.
11. 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 and emailed queries.
12. 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.

Additional Department Duties:

In the event of staff absences within the team you will provide wider department support for the following functions:

1. Processing incoming application pack requests via our Recruitment Line, Recruitment Email and received by post in addition to logging them onto the department's Applicant Activity Report then distributing shortlisted application forms to relevant service contacts for interview.
2. To assist other members of the team in ensuring Managers and local services have access to required interview documents and information including application forms, scoring matrixes, interview questions, group/individual exercises, schedules and feedback forms and that these are being completed to the required standard and returned, following interviews, to the Recruitment Department in a timely manner.
3. To provide assistance to the wider Recruitment Department in planning, monitoring and delivery of interviews nationally and logging incoming applications from candidates.
4. To support with collating, preparing and coordinating employee files for the purposes of CQC (Care and Quality Commission) project inspections, updating the relevant records when required.
5. To support the Recruitment Administration team by sending daily confirmations of unsuccessful applications/interviews to candidates.

General Duties:

1. To support other functions of the Recruitment Department to ensure the effective running of the service. This may include:
 - Maintaining archiving/filing
 - Participating as a supporting interview panel member for group interviews

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

				Page Number:	4
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	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Administration experience working in a busy office environment or relevant transferrable skills	Application & Interview	Desirable
2	Experience of working within a Recruitment or Personnel environment	Application & Interview	Desirable
3	Degree level qualification or equivalent	Application Form	Desirable
4	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 & Interview	Essential
5	Comprehensive working knowledge of Microsoft packages (including Word, Excel and PowerPoint)	Application & Interview	Essential
6	Excellent interpersonal communication skills with the ability to build effective working relationships with internal and external stakeholders across a diverse range of clients, professional and managerial groups	Application & Interview	Essential
7	Ability to communicate effectively in a professional manner in person, writing and by telephone including demonstrable commitment to customer care with a high level of customer service	Application & Interview	Essential
8	Strong time management and resource planning skills with an ability to prioritise effectively and work to deadlines	Application & Interview	Essential
9	Ability to use your own initiative and collaborate effectively as part of the wider recruitment team and liaise with Senior Management	Interview	Essential
10	Strong attention to detail ensuring all work is completed accurately and to a high standard	Application & Interview	Essential
11	A discreet and confidential approach to sensitive personal details in line with GDPR policy	Interview	Essential
12	Strong time management and resource planning skills with an ability to prioritise effectively and work to deadlines	Interview	Essential
13	A commitment to the continuous improvement of processes and procedures within the recruitment team	Interview	Essential
14	Willingness to participate in regular supervision with your line manager	Interview	Essential
15	Ability to work flexibly according to the needs of the organisation and the Recruitment Department	Interview	Essential
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

Salary:	Up to £13.05 per hour	
	Point One:	£12.85 per hour
	Point Two:	£13.05 per hour
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.</i>		

Hours of Work

Full time hours: 37.5 per week. Hours are to be worked flexibly, 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.

Holidays:

25 days plus 8 statutory days' pro rata.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Birthday Holiday Bonus:

All contract employees are 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 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

				Page Number:	6
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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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 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 on 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.

				Page Number:	7
All employees are subject to enhanced DBS checks					

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 had 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.

				Page Number:	8
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