



Creative Support Ltd, Head Office
 Wellington House Tel: 0161 236 0829
 131 Wellington Road www.creativesupport.co.uk
 Stockport, SK1 3TS recruitment@creativesupport.co.uk

HR Administrator

Reference: 84365

Human Resources Department, Head Office

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: 27 April 2026

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 – HR ADMINISTRATOR

Head Office, Stockport Town Centre

Hours: 37.5 hours per week to be worked flexibly.

Responsible to: Head of People and Performance and HR Team Leader

The Role:

The main purpose of this post is to provide office and administrative support to our HR department. In this role you will be responsible for supporting colleagues with general office duties, maintaining the HR filing system and to ensure the smooth running of the office.

Responsibilities:

1. Ensuring records are stored in a secure and confidential manner, organising and filing highly confidential documents whilst paying attention to detail and accuracy.
2. Assist in archiving data in a methodical manner so it is easily accessible when required.
3. To maintain the HR filing systems to a high standard within a busy working environment.
4. Ensuring HR files are kept in an orderly and accessible manner.
5. To welcome employees to the company and to ensure that they receive a new starter engagement call.
6. To support the team in the typing of confidential minutes from formal meetings from recordings.
7. Provide a helpful, friendly service by representing the HR department in a positive, customer service focused manner by answering and responding to incoming telephone queries.
8. To ensure that any messages taken whilst answering department calls and queries are passed to the relevant staff member in full and accurate detail.
9. Opening and sorting incoming mail and then distributing to the relevant staff members.
10. Ensuring the department working areas are kept tidy and well maintained at all times.
11. To co-ordinate own work in liaison with Line Manager and to have supervision meetings to assess and evaluate performance.
12. To work with the team on writing and checking letters and preparing packs and evidence for formal meetings.
13. To type general correspondence and carry out data entry tasks as required.
14. To provide administrative support for department staff in the event of absence.

General Duties:

1. To complete and submit an accurately completed timesheet on a weekly basis.
2. To carry out all work in a manner consistent with the aims and principles of Creative Support.

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3. To comply with and implement the Equal Opportunities Policy of Creative Support.
4. To maintain confidentiality at all times, in accordance with the agreed policy.
5. Observe written policies, procedures and good practice guidelines.
6. Any other duties as required

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PERSON SPECIFICATION – HR ADMINISTRATOR**Head Office, Stockport Town Centre**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of working in an office environment	Application, Interview & Exercise	Desirable
2	Experience of working on a computerised system	Application & Interview	Essential
3	A working knowledge of Windows & MS Office	Application & Interview	Essential
4	A working knowledge of spreadsheet software e.g. Excel and Database software e.g. Access	Application & Interview	Desirable
5	Good, clear verbal communication skills	Interview	Essential
6	A high standard of numeracy	Application & Interview	Essential
7	Accurate keyboard skills	Application Form	Essential
8	The ability to work to deadlines under pressure	Application & Interview	Essential
9	A common sense approach to problem solving	Application & Interview	Essential
10	The ability to work flexibly according to the changing needs of a busy office	Application & Interview	Essential
11	A good standard of oral and written English	Application & Interview	Essential
12	Willingness to consult colleagues and to work as part of a team	Interview	Essential
13	A commitment to customer care	Application & Interview	Essential
14	Willingness to work flexible hours which may include some evening and weekend work as agreed with line manager	Interview	Essential
15	Willingness to attend training courses and events	Interview	Essential
16	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – HR ADMINISTRATOR

Head Office, Stockport Town Centre

Salary:	Up to £13.40 per hour / £26,130 per annum	
	Point One:	£13.10 per hour / £25,545 per annum
	Point Two:	£13.20 per hour / £25,740 per annum
	Point Three:	£13.40 per hour / £26,130 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: 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 pays SSP 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.

WeCare 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.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

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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.

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