



Creative Support Ltd, Head Office

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Health & Safety Helpdesk Administrator

Reference: 85651

Health and Safety Department, Head Office, 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: 01 May 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

Please note that all candidates are required to undertake a DBS check.



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JOB DESCRIPTION – HEALTH & SAFETY HELPDESK ADMINISTRATOR

Head Office, Stockport

Hours: Part time hours (25-30 hours per week) Can suit 9am - 3pm school hours

Responsible to: Health & Safety Manager

The Role:

You will run the Health & Safety Helpdesk, acting as a first point of contact. You will read and review all accident and incident reports, escalating concerns as required. You will support the Health & Safety Team with general administration, data collection and inputting, safety compliance and reporting functions. The post holder will be required to handle information of a confidential nature and must observe the highest standards of diligence and professionalism.

Duties

- 1.** To run the Health & Safety Helpdesk, providing an initial point of contact for internal and external enquiries and to provide a helpful response to safety concerns from managers and staff across the country.
- 2.** To answer the phone, take accurate messages, offer initial advice and information and signpost to relevant colleagues.
- 3.** To acknowledge and respond to emails and to efficiently manage the Health & Safety Team in-box.
- 4.** To critically read and review all accident, incident and near-miss reports and to input accident and incident and other safety related data into databases and spreadsheets.
- 5.** To escalate important issues and serious concerns to colleagues and managers, ensuring prompt follow up.
- 6.** To collate and analyse data and produce statistical reports.
- 7.** To disseminate safety information, to produce safety bulletins and newsletters and to run safety campaigns.
- 8.** To organise physical and virtual meetings and events, including sending invites, booking rooms/venues, taking and efficiently distributing minutes. To prepare and circulate agendas and papers for meetings.
- 9.** To maintain efficient and effective office systems, data collection and administrative processes. To be able locate key information and data promptly when required.
- 10.** To coordinate the whereabouts of the team, the approval of timesheets and expense claims for the team.
- 11.** To work collaboratively with team colleagues and all Head Office departments (including Housing, Property Management, HR and the Executive Management Team).
- 12.** To perform other administrative tasks as needed, this will include managing general correspondence, scanning documents, photocopying and electronic filing.
- 13.** To raise purchase orders for safety related goods and services.

14. To support the Health & Safety Manager in the management of insurance related matters.

Other Responsibilities:

15. To engage in regular supervision and to produce verbal and written progress reports relating to areas of responsibility.

16. To carry out all work undertaken in a proactive and enthusiastic manner that reflects the values and aims of Creative Support.

17. To respond positively to all reasonable requests for advice and assistance.

18. To maintain confidentiality at all times in accordance with Creative Support's Policies and the framework of the Data Protection Act and GDPR.

19. To maintain up to date professional knowledge and skill through reading, research and ongoing professional training.

20. To observe company policies, procedures and guidelines for good practice.

21. Any other duties as required.

PERSON SPECIFICATION – HEALTH & SAFETY HELPDESK ADMINISTRATOR

Head Office, Stockport

	SKILLS, EXPERIENCE & QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least 1 year’s relevant experience gained in a responsible administrative role	Application	Essential
2	An understanding of Health and Safety or previous experience of Health and Safety related work in the sector	Application	Desirable
3	Experience of dealing professionally and helpfully with a wide range of people internally and externally	Application & Interview	Essential
4	A degree or relevant vocational qualification	Application	Desirable
5	Accurate data inputting skills	Application & Interview	Desirable
6	Good IT skills (Word, Excel and Access)	Application & Interview	Essential
7	Good standard of written English	Application & Interview	Essential
8	A conscientious, diligent and professional approach	Application & Interview	Essential
9	Good time management skills, including the ability to work on a variety of tasks and to prioritise these effectively	Application & Interview	Essential
10	A courteous and helpful approach, professional telephone manner and e-mail style	Application & Interview	Essential
11	Attention to detail and the ability to critically read documents and to accurately identify facts and issues	Application & Interview	Essential
12	The ability to use initiative and to escalate concerns proactively	Application & Interview	Essential
13	Willingness to undertake induction and other training relevant to the role	Application & Interview	Essential
14	An understanding of confidentiality and data protection	Application & Interview	Essential
15	An understanding of Creative Support’s core values and a commitment to equal opportunities and equality, diversity and inclusion	Application & Interview	Essential
16	Willingness to work flexibly according to the changing needs of the team	Application & Interview	Essential

TERMS AND CONDITIONS – HEALTH & SAFETY HELPDESK ADMINISTRATOR

Head Office, Stockport

Salary:	Up to £13.27 per hour	
	Point One:	£13.02 per hour
	Point Two:	£13.12 per hour
	Point Three:	£13.27 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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

The post-holder will work part time, between 25-30 hours per week. To be worked flexibly dependant upon the requirements of the organisation and the Health & Safety Manager. This role would be suitable for say a 9am - 3pm day.

Holidays:

25 days plus 8 statutory bank holiday 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.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

All contracted staff members 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 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 pay for the first three days of **any** sickness absence however you may be entitled to statutory sick pay.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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 from your pay on a regular basis to any registered charities.

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 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.