



Creative Support Ltd, Head Office

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Stockport, SK1 3TS recruitment@creativesupport.co.uk

Human Resources Legal Administrator Reference: 84370
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: 07 June 2026

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.



JOB DESCRIPTION – HUMAN RESOURCES LEGAL ADMINISTRATOR
Human Resources Department, Stockport Town Centre



Hours: 37.5 to be worked flexibly whilst ensuring that core hours are covered (9am – 5pm).

Responsible to: Head of People / Service Director with HR responsibility

The Role:

We have an exciting opportunity to join our Platinum Investors in People HR Team as a HR Legal Administrator. The role will be to support the Head of People with managing the pre-litigation process from any employee tribunal claims and support with employment dispute resolution. With major UK employment changes under the Employment Rights Act 2025 to take effect from 1st January 2027 and an increase to the qualification period the HR Team must ensure they are compliant with all legal requirements.

The successful candidate will assist the Head of People working closely with our solicitors, you will play an important part in preparing and checking legal documentation, working under pressure to meet tight legal deadlines, gathering and checking large amounts of data, preparing reports and ensuring all cases are progressing efficiently. The role will also incorporate overseeing all Subject Access Requests ensuring information is provided in a timely manner, meeting GDPR guidelines.

The candidate must be quick to learn, have strong computer skills (Microsoft Office, including Excel, Word and Outlook), be highly organised, able to pay attention to detail and be confident in speaking and corresponding with employees and management in person, over the phone and via email as this forms a major part of the job role.

This is a great opportunity for a recent graduate seeking a varied, busy, and rewarding position that offers constant opportunities for development within an HR setting. Some HR experience would be beneficial but we are happy to train the right candidate.

Main Duties:

- 1.1** To support the Head of People in managing all tribunal claims made against the organisation.
- 1.2** Overseeing and maintaining the management tracker of all claims to ensure all deadlines are met in a timely manner.
- 1.3** Ensuring records are stored in a secure and confidential manner, organising and filing highly confidential documents whilst paying attention to detail and accuracy.
- 1.4** 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.
- 1.5** Responsible for Logging all ET1's with the litigation team for our indemnity.
- 1.6** Supporting the HR Department with maintaining a DBS referral tracker, gathering all required information and data and making on-line referrals when required. Liaising with the Disclosure & Barring Service with making DBS referrals as needed.

- 1.7 Gathering and organising all relevant documents across the organisation, including liaising with employees, managers and other departments via telephone and email.
- 1.8 Supporting the Head of People in collating evidence and organisation of disclosures/bundles for court, ensuring accuracy of information and data in line with our defence.
- 1.9 Supporting the Head of People in preparing and checking ET3 paperwork ensuring accuracy and compliance with legal deadlines and frameworks within current employment law legislation.
- 1.10 Overseeing all Subject Access requests in line with GDPR Regulations. Ensuring all requests are acknowledged and all required data is collated, reviewed and redacted meeting statutory deadlines.
- 1.11 Attending confidential meetings to take minutes.
- 1.12 To support the team in the typing of confidential minutes from formal meetings from recordings.
- 1.13 To welcome employees to the company and to ensure that they receive a new starter engagement call.
- 1.14 Supporting the HR Team in recruitment shortlisting ensuring candidates meet the required person spec and requirements for the role.
- 1.15 Booking meeting rooms, transport, hotels in a timely manner in conjunction with the Purchasing Team ensuring all paper work is completed and authorised.

General Duties

- 2.1 Promoting Equality and Diversity as part of the culture of the organisation.
- 2.2 To accept regular support and supervision.
- 2.3 To carry out all work in a manner consistent with the aims and principles of Creative Support.
- 2.4 To identify own training needs in discussion with line manager and to attend training events and courses as required.
- 2.5 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support including confidentiality and data protection policies.
- 2.6 Any other duties as required.

PERSON SPECIFICATION – HUMAN RESOURCES LEGAL ADMINISTRATOR

Human Resources Department, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	A minimum of 1 years' experience working within a busy HR office environment	Application Form	Desirable
2	A good working knowledge of Windows and Microsoft applications e.g. Word, Access, Excel	Application & Interview	Essential
3	Ability to organise and prioritise a busy workload	Application & Interview	Essential
4	Ability to use initiative, problem-solve and work independently	Application & Interview	Essential
5	Experience of paper and computerised systems, record keeping and maintenance of databases	Application & Interview	Essential
6	Confident and professional in speaking to employees face to face, via phone and email.	Application & Interview	Essential
7	Ability to work as part of a team, delegating to and assisting colleagues as necessary	Interview	Essential
8	A high standard of numeracy	Application & Exercise	Essential
9	A high standard and understanding of written and spoken English	Application & Interview	Essential
10	Excellent attention to detail	Application, Interview & Exercise	Essential
11	Experience of producing and presenting high quality reports and participating in meetings	Application & Interview	Desirable
12	Ability to communicate effectively, in a professional manner, in person, in writing and on the telephone	Application & Interview	Essential
13	Typing speed of 50 words per minute and skills in document layout	Application & Interview	Desirable
14	Degree or equivalent qualification	Application Form	Essential
15	A discreet and confidential approach to sensitive personal details	Application & Interview	Essential
16	Ability to work under pressure and to deadlines with a hardworking and resourceful approach to work	Interview	Essential
17	Ability to work flexibly according to the needs of the organisation	Interview	Essential
18	Willingness to attend training and events as required	Interview	Essential
19	Willingness to travel to sites across England	Interview	Essential
20	Willingness to participate in regular supervision with line manager	Interview	Essential

Salary:	Up to £27,690 per annum pro rata	
	Point One:	£26,130.00pa (£13.40ph)
	Point Two:	£26,520.00pa (£13.60ph)
	Point Three:	£26,910.00pa (£13.80ph)
	Point Four:	£27,690.00pa (£14.20ph)
<p>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></p>		

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 9am and 5pm.

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 pay SSP 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.

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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 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.