



Creative Support Ltd, Head Office

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Human Resources Onboarding Officer

Reference: 91594

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: 04 August 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

Encs: Application Form
Philosophy Statement
Additional Information

All candidates are subjected to enhanced DBS checks.



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JOB DESCRIPTION – HUMAN RESOURCES ONBOARDING OFFICER

HR 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 and Performance & Service Director with HR responsibility
- Location:** Based in our Head Office in Stockport, the role includes some travel to our service locations nationally, as required.

The Role:

We have an exciting opportunity to join our Platinum Investors in People HR Team as a **HR Onboarding Officer**. The role will be to support the Head of People and the Performance Team with overseeing all new starters joining Creative Support and navigating them through their probationary period.

The successful candidate will have responsibility for overseeing all new starters, working collaboratively with managers across the organisation to ensure employees are effectively onboarded, appropriately supported throughout their probationary period and achieve the standards of performance expected by Creative Support.

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. Working closely with managers to provide support, guidance and assistance in implementing HR policies and procedures ensuring all new starters are closely monitored through their work trials and probationary periods.
2. To maintain an up-to-date database of all new starters to ensure they are all accurately monitored within their probationary periods.
3. To work as part of a small team to provide accurate and up to date information to managers across the organisation about supervision dates, mid-probationary reviews and end of probationary reviews.
4. To monitor all work trials across the organisation in line with policy and procedure within provided deadlines.
5. Ensuring all work trial and probationary paperwork is completed accurately, within set time limits and submitted to HR in a timely manner.
6. To monitor and report on all new starter performance and to ensure that all serious attendance/performance issues are followed up, in liaison with the Performance Team and operational managers.
7. To closely monitor and oversee any increase to probationary period timeframes ensuring no process exceeds the limited timescales and all paperwork is completed and indemnified.

8. To complete a report on a monthly basis incorporating the nature of the welfare issues, dates of sickness, action plan and timescale, of all new starters during their probationary periods and work trials.
9. Working closely with managers and the Performance Team to monitor all appeals to ensure compliance with HR policy and procedures within limited timeframes.
10. To follow up on any performance issues accurately and within the timeframes of the probationary periods.
11. To monitor all probationary review questionnaires and report any concerns to the Head of People and the Performance Team.
12. Ensuring all paperwork is completed accurately and submitted in a timely manner to the Change of Details team if a work trial and probationary period is ended.
13. To work in partnership with the HR team to track and contact all new employees within four weeks of them starting work to ensure that they have received the correct documentation, have met with their line manager and are aware of the employee benefits offered by the company.
14. To oversee shortlisting in the HR Department to ensure all are completed in a timely manner.
15. To ensure that informal grievances and staff complaints are responded to in a professional and timely manner.
16. To liaise with the Head of People and Performance and Service Director responsible for HR on a day-to-day basis on matters of concern.
17. To coordinate and deliver a high-quality onboarding experience for all new employees, ensuring they receive a comprehensive first-day induction, access to the Employee Handbook, key organisational policies, mandatory employment information and the support required to integrate successfully into Creative Support and their new role.
18. Acting as mediator in trying to resolve potential grievances or employee conflicts.
19. To devise and distribute procedure manuals for HR functions. To revise and develop personnel related policies and procedures on an ongoing basis in liaison with the Head of People and Performance and Service Director with responsibility for personnel and other colleagues. To ensure compliance with all legal requirements and good practice guidelines.
20. To organise and deliver HR training to staff as required and to deliver other training in conjunction with colleagues.
21. To keep an up-to-date overview of Employment related legislation, good practice guidance and Government employment initiatives. To maintain an up-to-date knowledge of the legal framework relating to TUPE.
22. Promoting Equality and Diversity as part of the culture of the organisation.
23. Support the completion and monitoring of pre-employment compliance checks including Right to Work, DBS, references and other employment screening processes in accordance with organisational policies and legal requirements.

- 24. Participate in internal audits and quality assurance exercises to ensure onboarding records are accurate, complete and compliant with organisational policies and legal requirements.
- 25. Maintain accurate employee records across HR systems, ensuring data integrity, confidentiality and compliance with UK GDPR. Support the ongoing development, testing and improvement of HR systems, workflows and digital onboarding processes.

Other:

- 26. To accept regular support and supervision.
- 27. To carry out all work in a manner consistent with the aims and principles of Creative Support.
- 28. To identify own training needs in discussion with line manager and to attend training events and courses as required.
- 29. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support including confidentiality and data protection policies.
- 30. Any other duties as required.

PERSON SPECIFICATION – HUMAN RESOURCES ONBOARDING OFFICER**HR Department, Stockport Town Centre**

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of working in a HR related environment	Application & Interview	Desirable
2	Achieved a degree or similar academic qualification	Application & Interview	Desirable
3	HR related qualification, e.g. CIPD	Application & Interview	Desirable
4	A good working knowledge of MS office and experience of record keeping and producing reports	Application & Interview	Essential
5	Experience of providing customer focused and responsive services to internal or external customers	Application & Interview	Essential
6	Good interpersonal, listening, verbal communication and negotiating skills	Application & Interview	Essential
7	Ability to organise and prioritise the work on a day today basis to achieve targets and deadlines	Application & Interview	Essential
8	Experience of staff recruitment processes including selection processes, interviewing and pre-employment checks	Application & Interview	Desirable
9	Ability to facilitate, manage and minute meetings effectively	Application & Interview	Desirable
10	A high standard of written English and the ability to produce high quality reports and letters	Application & Interview	Essential
11	Ability to create and maintain databases	Application & Interview	Desirable
12	Training, facilitation and presentation skills	Application & Interview	Desirable
13	Ability to use initiative, problem solve and work well under pressure	Application & Interview	Essential
14	A discreet and confidential approach to personnel related matters	Application & Interview	Essential
15	Willingness to work flexible hours which may include some travelling and some evening and weekend work as agreed with line manager	Application & Interview	Essential

PERSON SPECIFICATION – HUMAN RESOURCES ONBOARDING OFFICER

HR Department, Stockport Town Centre

Salary:	Up to £29,172 per annum pro rata	
	Point One:	£28,275.00 (£14.50 per hour)
	Point Two:	£29,172.00 (£14.96 per hour)
Please Note: 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.		

Hours of Work:

Full time hours are 37.5 per week to be worked flexibly to meet the needs of the service 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. This will be predominantly between 9am and 5pm.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Support in completion of the CIPD qualification may be available upon completion of the probationary period.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

All employees are 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.

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 working days of any sickness absence
- 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-month employment. This scheme provides a death in service benefit of two

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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.

Your Rewards:

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

Long service: Awarded in the December following your 5, 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.

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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.

Development Pathway:

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan.