



Creative Support Ltd, Head Office

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Human Resources Officer

Reference: 84520

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: 09 October 2026

Interviews Date: 14 & 15 October 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

Please note that all employees are required to complete an enhanced DBS check.

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Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – HUMAN RESOURCES 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 requires extensive travel to all our service locations nationally.

The Role:

To deliver an efficient HR service and the highest standards of internal and external customer care. To ensure that rigorous personnel procedures are carried out in accordance with agency and stakeholder requirements. To advise and support all staff in respect of welfare issues, ill health and attendance, capability, grievance and disciplinary procedures. To ensure legal compliance, fairness, consistency and good practice in all personnel matters and procedures.

Main Duties:

1. To work as part of a small team to provide a welfare service for our employees that includes welfare visits in liaison with their line managers, the Employee Assistance Programme, Occupational Health and GP's.
2. To monitor and report on staff sickness and to ensure that all serious attendance issues are followed up, in liaison with operational managers.
3. To complete a report on a monthly basis incorporating the nature of the welfare issues, dates of sickness, action plan and timescale, progressing any long-term sickness issues to medical capabilities to the Head of People and Performance.
4. To work in partnership with the 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.
5. You will ensure that informal grievances and staff complaints are responded to in a professional and timely manner.
6. To ensure the delivery of an internal HR advisory service in close liaison with the Service Director, Executive Team, senior managers and external advisors, relating to matters of staff performance, conduct, welfare, sickness, flexible working, discipline and grievances.
7. Working closely with managers to provide support, guidance and assistance in implementing HR policies and procedures ensuring that advice protects the organisation from any potential claims.
8. Working closely with managers to provide support for staff on maternity and paternity leave.
9. Providing support and advice to employees on all aspects of employment.

10. 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.
 11. To welcome new employees to the company and to ensure that they receive a first day induction including information within the Employee Handbook, key policies and employment procedures.
 12. To ensure the delivery of a TUPE related advisory service in close liaison with the TUPE Coordinator, Head of People and Performance, Service Director, Executive Team, other senior managers and our external advisors. To act as a point of contact for employees with TUPE contractual or transfer related enquiries in order that such queries may be investigated and reviewed.
 13. Acting as mediator in trying to resolve potential grievances or employee conflicts.
 14. 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.
 15. To organise and deliver HR training to staff as required and to deliver other training in conjunction with colleagues.
 16. 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.
 17. Promoting Equality and Diversity as part of the culture of the organisation.
- Other:**
18. To accept regular support and supervision.
 19. To carry out all work in a manner consistent with the aims and principles of Creative Support.
 20. To identify own training needs in discussion with line manager and to attend training events and courses as required.
 21. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support including confidentiality and data protection policies.
 22. Any other duties as required.

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

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of working in a HR related environment	Application & Interview	Essential
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	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

Salary:	Up to £31,044 per annum pro rata	
	Point One:	£14.50 per hour / £28,275 per annum
	Point Two:	£14.96 per hour / £29,172 per annum
	Point Three:	£15.42 per hour / £30,069 per annum
	Point Four:	£15.92 per hour / £31,044 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 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.

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 Support's strategic plan.

Birthday Holiday Bonus:

You will be 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.

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 6 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 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 had 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 provided will be depended 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 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.

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.