

HR Assistant Job Description

Team: Human Resources, Jersey

Reporting to: HR Business Partner

The Crestbridge difference

Crestbridge Fiduciary is a privately-owned and independent fiduciary services provider.

Our specialist team work alongside high-net-worth and ultra-high-net-worth individuals and families, providing a comprehensive and sophisticated global platform for protecting and structuring wealth. We offer a truly multi-jurisdictional service accommodating even the most complex cross-border structures, supported from our offices in Jersey and the USA.

Driven by an uncompromising focus on service quality and holding ourselves to the highest standards of transparency and personal integrity, we cultivate relationships that endure across generations. We are committed to ensuring our clients enjoy the clarity and peace of mind to pursue life's passions.

Life at Crestbridge Fiduciary

Our shared company values are integrity, professionalism and agility. These are principles we strive to uphold not only in our dealings with clients, but in how we support one another.

We are committed to offering clear and engaging career paths, and an environment in which all colleagues feel empowered. Where possible, you will be afforded as much responsibility as you are comfortable with accepting, along with ample opportunity to realise your full potential through diverse and challenging work.

Alongside continuous training and development, invaluable mentorship and guidance are provided by our globally experienced executive team.

Along with a lively social calendar of events and activities, we strive to engage fully with, and contribute to, the communities in which we live and work.

The Role

Our Human Resources team support the business with attracting, developing, supporting, and retaining high-performing employees while ensuring compliance with all relevant employment legislation, to enable delivery of the highest quality service to our clients.

As our HR Assistant, you will work closely with our HR Business Partner and Head of HR to deliver a proactive service to colleagues, playing a key role in ensuring our people-related processes run smoothly. You will provide day-to-day administrative support across the employee lifecycle, maintain accurate records, support recruitment activities, and act as a first point of contact for all HR queries. You'll be a trusted member of the team whose work helps create a positive employee experience and promotes the values of the business.

Key Result Areas

- Maintain accurate employee records and HR systems.
- Support a positive employee experience through responsive and professional HR support.

- Coordinate recruitment and onboarding activities effectively.
- Administration and logging of training records and learning completion.
- Work collaboratively with the HR team to support key priorities and deadlines.
- Handle sensitive information with complete confidentiality and discretion.

Key Responsibilities

The list below details the tasks that your role is likely to include. It is not exhaustive and may be amended from time to time:

Administration and Employee Records

- Maintain accurate and up-to-date employee records across HR systems and databases.
- Prepare and process HR documentation, including contracts, changes to terms and conditions of employment and other employee correspondence.
- Support the administration of employee changes throughout the employee lifecycle.
- Ensure changes are processed accurately, in a timely manner and stored appropriately.
- Maintain confidentiality when handling sensitive employee information.

Recruitment and Onboarding

- Support recruitment activity by organising interviews, communicating with candidates and recruitment agencies and preparing recruitment documentation.
- Assist with pre-employment checks and onboarding processes for new starters.
- Coordinate new starter documentation and ensure a smooth joining experience.
- Support induction activities and help new employees feel welcomed into the organisation.

Employee Support and HR Queries

- Act as a friendly, approachable and professional first point of contact for routine HR queries.
- Monitor the HR inbox and ensure enquiries are responded to or directed to another member of the team appropriately.
- Provide guidance and support to employees and managers on HR processes and procedures.
- Build positive working relationships across the organisation.

HR Systems and Reporting

- Keep HR systems updated with accurate employee information.
- Support the production of HR reports and data analysis.
- Assist with monitoring key HR processes, including absence and annual leave records.

Learning, Development and HR Projects

- Support the coordination of training activities and maintain learning records.
- Assist with HR initiatives and projects that improve the employee experience.
- Contribute ideas and support continuous improvement across HR processes.

Team Support and Collaboration

- Provide reliable day-to-day support to the HR team.
- Manage assigned tasks independently and take ownership of agreed areas of responsibility.
- Work collaboratively with colleagues to ensure HR activities are delivered effectively.
- Support the wider HR team with priorities and deadlines as required.
- Support with reception cover as required.

Requirements

Qualifications

- Good level of education, including GCSEs (or equivalent) in English and Maths.

Knowledge and Experience

- Good working knowledge of Microsoft Office applications, particularly Word, Excel, Outlook and PowerPoint.
- Previous customer service experience would be an advantage.

Skills and Qualities

- Understanding of the importance of confidentiality and handling sensitive information.
- Accurate with excellent attention to detail.
- Excellent time management and organisation skills.
- Ability to adapt and prioritise workload in response to business needs.
- A proactive and flexible, team player.
- Strong written and verbal communication skills.
- Ability to build positive relationships with colleagues at all levels.

Additional Information

Our values are reflected in the behaviours we demonstrate every day:

Integrity – kind, trustworthy and compassionate, working collaboratively and respectfully with colleagues, clients and other stakeholders.

Professionalism - reliable and accurate, working consistently to deliver solutions efficiently, effectively and with a level of technical expertise appropriate to your experience.

Agility - flexible and commercial, happy to adapt to changing demands and offer support wherever required to meet the needs of the business.

We offer all our permanent team members a great benefits package that includes*:

- Competitive salary
- Non-contributory pension scheme
- Private healthcare (with no exclusions for pre-existing conditions)
- Life insurance
- Critical illness cover
- Option to buy or sell up to 5 extra days of annual leave
- 3 additional wellbeing days a year
- Discretionary annual bonus
- Support for professional qualifications and ongoing development

*Eligibility for certain benefits will commence after completion of probation. Crestbridge reserves the right to vary or withdraw benefits at any time.