



Human Resources Officer

This role provides generalist HR support to the Guernsey and Jersey offices, reporting to the Head of Human Resources (CI).

Key responsibilities

- Organise and maintain personnel records for employees by recording the hiring, transfer, termination, change in job classification and remuneration as well as tracking holiday and sickness.
- Provide induction programmes for new starters and ensure that their onboarding/integration to the company is seamless.
- Maintain and monitor staff professional memberships, SPS and CPD and implement staff training programmes where directed.
- Manage the Work Experience, Academy and temporary working programmes.
- Update and maintain internal databases including staff information such as job descriptions.
- Answer general employee queries on HR-related issues.
- Assist with reviewing and renewing company policy and procedures.
- Set up and schedule meetings for interviewees, hiring managers, employees and department heads.
- Play an active role in the Titan Wealth recruitment and retention programme and the employee engagement programme.
- Ensure full compliance with GDPR regulation.
- Liaison with the Health & Safety Officer on all staff and building matters, always ensuring compliance with regulation and risk.
- Assist Compliance in carrying out CMP testing checks and any other regulatory requirements on a regular basis.
- Ensure any reviews are sent out and completed in a timely manner or reported to Compliance and/or the Board.
- Ensure Financial Advisors are appointed and deregistered correctly to the GFSC and JFSC.
- To ensure that all FA information is updated with the GFSC and JFSC and that they have been notified in the correct manner.
- To assist any other jurisdictions with any HR matters.
- To manage the healthcare, DIS and PHI systems with the relevant administration company.

- To administrate the pension plan, with monthly reconciliation, updates and queries; and arrange payment set up accordingly with our Finance team in a timely manner for monthly contributions.
- To provide advice and guidance on any courses or qualifications that staff may want to sit, as well as enrolling them onto and throughout the qualification itself.
- To ensure that all (Guernsey and Jersey) payroll updates are processed correctly and efficiently each month, check the invoices for payment and liaise accordingly with Finance to complete this process in a timely manner.
- Work closely with Finance to complete the Payroll Journals each month, on time and efficiently for accurate reporting.
- To assist in any ongoing projects where HR input/data information may be required.
- To work closely with Company Secretary to ensure all staff information is updated in the correct manner in relation to benefits and awards being processed.
- Continue to build healthy relationships with staff by maintaining regular communications.
- Maintain the Mental Health First Aider (MHFA) status and support staff accordingly.
- Any ad-hoc duties that might be necessary for the successful function of the HR department.

Employee Advocacy & Relations

- Act as a primary point of contact and confidential resource for employees, listening to their concerns, providing guidance on workplace and personal matters, and ensuring their voices are heard by leadership.
- Mediate conflicts with empathy and fairness, working towards resolutions that support a harmonious work environment.

Essential Skills

- The ability to organise and multi-task.
- Strong communication skills.
- A sense of fairness with strong ethics.
- Empathy and high emotional intelligence.
- The ability to always act confidentially.
- Holds or working towards CIPD qualification.