

JOB SPECIFICATION – HR & RECRUITMENT ASSISTANT

JOB TITLE:

HR & Recruitment Assistant

REPORTS TO:

HR Consultancy

LOCATION:

Head Office, St Helens

JOB DESCRIPTION:

We are seeking a proactive and experienced HR & Recruitment Assistant to join our growing team at CBS. As an HR & Recruitment Assistant, you will play a critical role in supporting our company's growth by managing various HR functions and providing guidance on HR-related matters.

This position requires a self-starter who can work independently while collaborating closely with the directors. This role will report into external HR Director.

KEY RESPONSIBILITIES:

- Recruitment & Talent Acquisition
- Manage the full end-to-end recruitment process, from drafting job adverts to successful onboarding.
- Liaise with recruitment agencies, job boards, and other external partners to source candidates.
- Draft and post job adverts across multiple platforms.
- Screen CVs and shortlist candidates for manager review.
- Arrange and coordinate interviews, prepare interview packs, and support managers in selection processes.
- Provide feedback to candidates in a timely and professional manner.
- Issue offer letters and contracts, ensuring all documentation is accurate and compliant.
- Support hiring managers with workforce planning and role design.
- Employee Lifecycle & Compliance
- Manage the onboarding process, including contracts, offer letters, and induction delivery.
- Conduct right-to-work checks, driving license checks, and other compliance requirements.
- Maintain accurate and up-to-date employee records on the HR system (e.g. Bright HR) in line with GDPR.
- Ensure timely monitoring of probationary reviews, flexible working requests, and contract variations.
- Manage the offboarding process, ensuring leaver documentation is completed, company property returned, and system access removed.
- Conduct exit interviews and collate feedback for continuous improvement.

HR ADVICE & CASE MANAGEMENT

- Be the first point of contact for HR-related queries, providing clear, accurate advice.
- Support managers and employees on HR matters including recruitment, performance management, employee relations, and employment law.
- Manage HR cases (such as absence, grievance, or disciplinary issues) with support from external HR Director where required.
- Act as the point of contact for maternity, paternity, and other family leave queries, providing supportive guidance.

HR ADMINISTRATION & REPORTING

- Prepare and issue HR documentation such as contracts, policy updates, and leaver correspondence.
- Maintain HR trackers and produce accurate reports (absence, turnover, compliance, training, recruitment KPIs).
- Support payroll processes by ensuring accurate and timely transfer of HR data.
- Ensure HR systems are kept up to date for auditing and compliance purposes.

PERFORMANCE, TRAINING & DEVELOPMENT

- Support performance management processes including probation reviews and annual appraisals.
- Facilitate goal-setting initiatives to drive employee growth and organisational success.
- Coordinate training and development programmes, maintaining accurate records of participation.
- Promote employee wellbeing and engagement through HR initiatives and effective communication.

POLICY & CONTINUOUS IMPROVEMENT

- Assist in developing, updating, and implementing HR policies and procedures to ensure compliance with employment law and alignment with business needs.
- Collaborate with external HR consultancy to ensure best practice.
- Stay informed of HR and recruitment developments, proactively suggesting process improvements.
- Contribute to HR and recruitment projects that support business objectives and enhance the employee experience.

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SKILLS & EXPERIENCE REQUIRED

- Previous experience in an HR Advisor, HR Administrator, or HR & Recruitment role (essential).
- Strong knowledge of HR processes including onboarding, offboarding, right-to-work checks, and compliance.
- Proven experience managing end-to-end recruitment processes and liaising with recruitment agencies.
- Experience providing first-line HR advice to managers and employees.
- Excellent organisational skills with strong attention to detail.
- Proficient in MS Office (Word, Excel, Outlook) and HR/recruitment systems (experience with Bright HR desirable).
- Knowledge of UK employment law and HR best practice.
- CIPD Level 5 (or working towards) desirable.

PERSON SPECIFICATION:

- Professional, approachable, and confidential in handling sensitive matters.
- Strong interpersonal and communication skills, with the ability to build trusted relationships.
- Proactive and solutions-focused, with the ability to manage multiple priorities in a fast-paced environment.
- Team player who can also work independently.
- Enthusiastic and motivated with a passion for delivering an excellent candidate and employee experience.

EMPLOYEE BENEFITS PACKAGE:

- Competitive salary
- Full time, permanent contract
- 22 days holiday plus UK public Bank Holidays, and 1 additional day off for your Birthday
- Opportunities for international travel
- Private medical insurance
- Hybrid working

TRAINING:

Opportunities for training and continuous personal development.

**If you are interested in this position
please contact**

enquiries@criticalbusinesssolutions.com