

# **Assessment 1**

## **Analysis of Elis Company and Payroll Officer**

Student Name: Diana Alexandra Cadere

Student Number: 1818043

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Lecture Name: Dr. Christofer Marufa

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## **1.Introduction**

This report is based on the organizational analysis of an international multi-service provider, Elis, who offer textile, hygiene and facility services solutions. Elis is present in Europe and Latin America, employing more than 4,000 professionals at 400-450 production and services centers. The organization work for public and private organizations like hotels and hospitals of all sizes and across all sectors. They offer solutions in flat linen, cloths for work, washrooms, floor protection, beverages, cleanrooms, pest control and medical waste management (Elis corporate site,2015).

This company operates in different countries in Europe such as France, Italy, Germany, Belgium and England. For example in London we found two sites one in Morden where it offers services for all London hotels, and one in Brixton where it offers them services for all the London hospitals. The services that they offer in these two are collecting, washing, sorting and delivery of various linen and towels to its clients.

In Brixton, the site where I work offers cleaning services for major hospitals in London but also for private clinics or care homes. We deliver different products that help the hospital staff such as towels, pajamas, sheets, pillowcases, duvets, different bags that help to properly recycle the waste.

The clients of the company have high class expectations and they want the best quality of services, punctuality in their delivery and support in their future problems, such as special delivery in case of emergencies, or new ideas that could improve the collaboration with the company.

## **2.Discussion**

For the success of the organization Elis puts emphasis on employees and the role they play within the company. For this reason, they offer training and development programs to help develop and acquire new skills, which is important because investing in employees the company will thrive and it works best.

The company, leader in most of 28 countries in which operate , have a good strategy for growth and because they want to achieve their goals , they consolidate its positions through organic growth and acquisitions; they develop activities in Latin America; they continue to improve its operational excellence and they introduce new products and services at limited marginal cost.

### **2.1.Role of the employee**

Employees are the most important people because they help to better operate your business. They help to achieve the goals and missions of the company developing the ability of the firm to offer high quality service. The role of employees is important because they can make a company run or fall apart. That's why it's vital that when hiring employees, the HR department needs to know the capabilities and skills of people to put them in the right place. This is the first step that helps both business development and employee development (Eugen and Magnussos,2015).

As we need to understand the needs of our clients to satisfy them so that the organization continues to exist so it is necessary to we understand each employee's resorts to contribute more and better to the workplace, to deliver added value appreciated by the customer. This implies a fundamental change in an organization's human resources policy, the shift from general to individual, from the global treatment of employees to individual treatment (Theodore Levitt, 2006).

To consider each employee individually means: to understand his strengths and personal contribution, which he can bring to the organization; to admit acceptable weaknesses, those that do not decisively influence performance or can be corrected by training and exercise; accept that an individual set of values can largely coincide with the values of the organization, but that it should not be the same; take into account personal needs and desires, that the relationship between

the organization and the employee must be win-win, in which both parties are entitled to obtain what they want.

## **2.2.Importance of training and development**

Companies who choose to use modern training and development practices are likely to report better performance in financial plan but also in productivity plan. Training and development also help a business to develop the employers needed to meet with a competitive challenges. Many firms says that learning through training, development, and knowledge management helps people strengthen or increase their skills directly impacting their job performance, satisfaction, and career advancement (Raymond Andrew Noe, 2016).

Training and development programs don't just happen with no reason instead, they're the result of a careful planning and alignment process. Each company how want success need to follow some steps who can help you translate business objectives into a tailored training plan (Allen Communications Learning Services ,2019).



Fig. 1. Training plan (Adapted from Allen Communication Learning Services, 2019)

Developing new services that provide clients improved functional and experiential quality, that are innovative and truly superior to competitive offerings, and that benefit from a proficient new service development process, as well as from the unique strengths of the firm are key requirements for creating and marketing winning new services. (de Brentani, U. 1991)

The role I chose to discuss is that of a payroll officer. This role is important because it occupies an important position in the good functioning of the company.

In this company a payroll officer / admin performs various activities such as making weekly salaries of employees, recording in the system of sick leave, sick days, maternity / paternity leave, calculating overtime. In addition to this, an admin is also responsible for the accomplishment of internal acts to be verified and signed by the general manager, for the purchase of stationary necessary for the office and the other departments and for organizing meetings and canteen meetings .

Among the responsibilities of a payroll officer is the calculation of employee compensation updating our internal payroll databases and ensuring timely payments. He need to complete the accounting records of the company / clients, to draw up the balance of verification of the company / clients, to transmit the specific documents of the company / clients. These are only few responsibilities that a payroll officer need to have.

### **2.3.Skills and knowledge of an payroll officer**

Choosing an payroll officer can be a difficult decision, and simply searching on Google may not be enough. When you have decided to outsource your accounting services, it is very important to know what you are looking for and what exactly turns a simple administrator into a reliable one.

Professional experience makes the difference between a simple administrator and a reliable one. An experienced administrator asserts not only through a rich portfolio of clients, but also through their recommendations, which increases credibility.

The person must have in-depth knowledge of financial principles so that he / she knows how to properly prepare, manage and present the financial situation of each client. For this, objectivity and integrity are crucial. Also he need to be informed regularly about the legislative and legal

changes that are taking place in the economic environment and have the ability to make quick decisions, but with a greater focus on details. Often, they make the difference in a given situation, and a seemingly insignificant detail can lead to excellent results or, on the contrary, to some disastrous ones.

I spoke briefly about why a payroll officer / admin is important and its attributions, but the importance of this role is much wider. But the most important thing is that any company that wants business prosperity must carefully choose this person and offer training and development in order to accurately decipher skills and to improve this knowledge that the employee has or should have.

### 3. SWOT Analysis

SWOT analysis is the most important management technique for understanding the strategic position of an organization. SWOT analysis aims to recommend the strategies that provide the one better alignment between internal and external environment: choosing the right strategy, that strengths have been adapted to opportunities, minimize risks and to eliminate the weaknesses.



Fig.2. SWOT Analysis (Adopt from dreamstime.com)

**Strengths** describe what an organization excels at and what separates it from the competition: a strong brand, loyal customer , a strong and unique technology, and so on (Grant,2019). For example between de strengths of Elis we found a strong brand because since they provide services on the market (since 1883) they fight with competition and they make good investment to make the business more efficient. Also they try to be in touch with all new technology and implement them in company , in these way the company thrives and reaches its goals.

**Weaknesses** stop an organization from performing at its optimum level. Inside the company are areas where the business needs to improve to remain competitive: poor branding, higher-than-average turnover, high levels of debt, an inadequate supply chain, or lack of capital (Grant,2019).

In the company a manager always need to know who to fight with an inadequate supply chain , but over the years the company has also experienced difficulties due to these weaknesses and will probably face more. For this reason, every company must always have a backup plan.

**Opportunities** or ways in which they can bethel influence the interests of the organization. Also, opportunities are trends present in the external environment, a kind of projection of the "good future".

The company has the opportunity to expand to other countries because with the help of the vast experience that the company has it is able to face new challenges. All this is due to the highly trained and capable employees.

**Threats** to the growth of the respective organization, negative aspects that arise from the overexploitation of the organization's resources, or the limitations imposed on the organization by an external environment found changing. There may be transient or permanent risks, it may be a projection of risk in the future.

Our threats may be in large numbers, but it matters that the person in charge knows how to manage them carefully. The first and perhaps most important threat is the labor force, because due to Brexit the labor force decreases, more documents and evidence will be required to move jobs to the UK and different taxes. This company has hired and employs people of different nationalities wishing to provide a job and a chance for a better life for all without discriminating so Elis believes that anyone willing to work is right for the company.

## **4. Conclusion**

In conclusion, the company I spoke about in this report is a multinational company and operates in Europe and Latin America. This in certain sites makes different lines to be delivered to hospitals and hotels. In England Elis is widespread in several cities in the north and south of England.

I spoke in particular of a certain site in London, the one in Brixton that deals only with the collection, cleaning, washing, sorting and delivery of clean and disinfected linens to all the major hospitals and private care homes.

Our clients want fairness, punctuality and high quality services for this reason the management of the company is very careful when it wants to hire people who could help a better management.

I talked in particular about a certain position and that of payroll officer / admin, a position I occupy within the company. I can say that it is a job that keeps me active every day because I always learn something new that I know helps me to develop both personally and professionally.

Every day I learn new things and for this reason the training that I would follow lasted two weeks, every day learning new things about the company and learning a new software for the operation and calculation of salaries, software that until I get to work here I do not know it. Occupying this position means having a great responsibility and you need to know how to manage the unexpected problems that arise in the company.

As for SWOT analysis, I must emphasize that for every company we have both pluses and minuses. any new employee who arrives in the management departments must know how to identify both opportunities and threats in order to improve our weaknesses and our strengths.

In my opinion, I want to say that Elis is a multinational company that knows how to work on the development and good functioning of the company.

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## Appendices

### Training and Development Plan- 2 weeks

|                                 |                  |                          |
|---------------------------------|------------------|--------------------------|
| Name                            |                  |                          |
| Role                            |                  |                          |
| Signature                       |                  |                          |
| Date                            |                  |                          |
| <b>Steps</b>                    | <b>Timeframe</b> | <b>Progress Achieved</b> |
| Task Management<br>and Meetings | <b>Week 1</b>    |                          |
| SAGE software                   | <b>Week 1-2</b>  |                          |
| Admin responsibilities          | <b>Week 2</b>    |                          |

All the documentation will be provided to the candidate at the beginning of the training.

At the end of the training the candidate will attend an interview to see his achieve.