

University of Wales Trinity Saint David

Developing Relationships and Workplace Achievement BMSW5102

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Specsavers Optical Group Ltd

Specsavers Optical Group Ltd is created in 1984 by the couple Mary and Doug Parking's. It is multinational company which provides services for eyesight testing and selling contact lenses, glasses and sunglasses (ProQuest, 2021).

Training and Development needs for a HR officer at Specsavers Optical Group Ltd

Recruitment staff

- Involves developing job descriptions and person specifications
- Checking application forms
- Interviewing
- Selecting candidates

Preparing staff Handbook

Involving induction for the new staff, also is essential every employee to be aware of the policy of the health and safety of the company. Also information need to be provide about the benefits and promotions for the individuals.

Preparing training and strategy to motivated the employees with considering of the management, and other responsibilities of the HR officer includes dealing with the payroll and data protection of the records of the employees (Kotnour & Farr, 2016).

Human Recourses Information system (HRIS) in Specsavers Optical Ltd

- HR Software
- Technology solution
- Digital solution
- Data protection

Knowledge, Skills and Behaviours needs for a HR officer

Academic qualifications

- General education
- Human Resource management
- Organisational behaviour
- IT Skills
- Finances

Personal qualifications

- Strong communication skills
 - Human Relation Skills
 - Equally treatment of everyone
 - Ability to listen and understanding attitudes
 - Flexibility to approach problems solving and decision making
- (Kotnour & Farr, 2016)

Conclusion

Training and developing as an HR officer at Specsavers Optical Group Ltd helps to embrace as a culture as a lifelong learning. It is helping the employees use their training at they work, also they are motivated to share knowledge with another colleagues at work or groups in the organization (Luthans & Peterson, 2003) .

References

ProQuest, 2021. proquest.com. [Online]

Available at:

<https://www.proquest.com/docview/1860771654/fulltextPDF/58D90A2658FB4467PQ/1?accountid=130472>

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Luthans, F. & Peterson, S. J., 2003. 360-degree feedback with systematic coaching: Empirical analysis suggests a winning combination. *Human Resource Management* , Volume 42, pp. 243-256.

Kotnour, T. G. & Farr, J. V., 2016. Engineering Management Handbook,. 2th ed. Huntsville: American Society for Engineering Management (ASEM).

https://drive.google.com/file/d/1DqrnkGJ1aSUGeGRF7seJsMRdDRp6_VIZ/view?usp=sharing

Personal Skills Audit				
Name Milena Petrova				
Job role: Human Resource Officer				
Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.				
	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word	✓			
Use Excel spreadsheet	✓			
Use a Database	✓			
Use specialist HR software			✓	
Use the Internet	✓			
Use e-mail	✓			
Use PowerPoint	✓			
	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment			✓	
Taking notes of disciplinary hearings			✓	
Write reports			✓	
Produce material to support presentations			✓	
Delivering a training session		✓		
Resolving disputes/complaints		✓		
Interviewing		✓		
Advising on HR issues			✓	
	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		✓		

Thank you! 😊