

TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER

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Workplace

Module: Developing Relationships and Workplace Achievements
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- Empire Casino
 - Job description
 - Knowledge, skills and behaviours (KSB) that will be apply
 - Personal skills audit
 - Key potential benefits on developing a new prospect in to the organization
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➤Caesars Entertainment:

- It's a gambling and hospitality company that operates: Casinos, poker rooms, keno, online sports books, dining venues, bars, night clubs, hotels and entertainment venues.
 - Empire casino it's situated in Leicester square, London. A casino with a long history and exceptional service.
 - After a close down of the organization due to corona virus pandemic, a great number of employees has been made redundant and the company it's at the big deficit of employees at the time of reopening.
 - My name is Loghin Marius-Andrei and I have ben promoted as HR officer on training.
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Job description

My job as a HR officer include:

- Staffing: Going through the recruitment process, selecting the best candidates who apply, and getting them to settle into their new job.
 - Training: To train and develop discipline.
 - Employee: To manage and have employee relations.
 - Labour: Work-related relationships with their workforce.
 - Compensation: Salary surveys, benefit management, incentive programs, and more.
 - Safety: Taking care of the safety at the workplace.
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Knowledge, Skills and Behaviours

✓ **Employee relations:**

Being able to recognise and address employee concerns as they arise.

✓ **Onboarding:**

Employee turnover is costly, and a good onboarding process can help the company save money.

✓ **Human Resources Information Software (HRIS):**

This allows HR operations and processes to take place electronically, making HR professionals' workload lighter and more effective.

✓ **Performance management:**

According to the US Office of Personnel Management, is defined as how a corporation involves its employees in enhancing effectiveness toward the achievement of company goals (OPM)

Knowledge, Skills and Behaviour

✓ **Teamwork and collaboration:**

This could represent HR professionals' attitudes toward the company's broader goal rather than the regulations and duties that make up their everyday employment.

✓ **Scheduling:**

Many HR professions entail juggling and prioritising work on a team or corporate calendar, so employers seek applicants with scheduling abilities.

✓ **Conflict management:**

HR professionals spend a lot of time dealing with conflict.

✓ **Project management:**

Apart from day-to-day administrative responsibilities, HR is generally always involved in a major project.

Knowledge, Skills and Behaviour

Organisation skills

Communication skills

Team working

Cultural awareness

Appraisal tactics

Negotiation skills

Talent management

Empathy

Emotional intelligence



Legislation

➤ **The Equality Act 2010:**

Age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion/belief, sex (gender), and sexual orientation are all prohibited under the Act. Protected attributes are a term used to describe these traits.

➤ **Employment Rights Act 1996:**

1996 Employment Rights Act (1996 c 18) An Act to combine employment-related statutes. Unfair dismissal, redundancy pay-outs, wage protection, zero-hour contracts, Sunday working, suspension from work, flexible working, and termination of employment are all covered by this Act.

➤ **General Data Protection Regulation 2018:**

The Data Protection Act of 2018 regulates how organisations, enterprises, and the government utilise your personal information. Everyone in charge of using personal data must adhere to tight guidelines known as "data protection principles." They must ensure that the information is used in a fair, legitimate, and transparent manner.

➤ **Health and Safety at Work Act 1974:**

It lays out the general responsibilities that employers have to their employees and the wider public.

Personal Skills Audit

Problem Solving Skills	Rate
Make good use of verbal reasoning skills, ability to handle complex data and make selective use of information	Good/Adequate
Communication Skills	Rate
Verbal	Good
Non-verbal	Adequate
Information Technology	Rate
Microsoft - Excel/Word/PowerPoint	Adequate
Use specialist HR software	Little or no experience
Supervisory Management	Rate
Ability to manage a team	Good

Company Potential Benefit

➤ **Achieve organization goal:**

Mission and vision of the company: To inspire groan-ups to play by providing exceptional costumer service.

➤ **Brand reputation:**

Increase the notoriety of our company.

➤ **Less turnover of employee:**

By having a strong onboarding process.

➤ **Improve employee performance:**

An HR Manager's ability to increase performance is not just dependent on communication. You must also gather and deliver feedback from employees as an HR Manager. Employees will enhance their abilities and maintain a positive working atmosphere if they receive good performance feedback.

Conclusion

References

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Speaker Notes

- Empire casino

A place for entertainment purposes and gambling activities. Open 24/7 and set over two dramatic floors the venue offers a state-of-the-art casino complex, but it's not just gambling activities. It's full entertainment! The Empire Casino features the latest electronic gambling and also the traditional table games all on London's large gaming floor. All top casino games can be found on the premises:

- ☒ Blackjack
- ☒ Three card poker
- ☒ Baccara
- ☒ American/European Roulette
- ☒ Slot machines
- ☒ Poker room
- ☒ And different traditional Chinese games

Situated in the centre of Leicester Square in London, next to the biggest Chinatown in Europe the casino has three stunning bars and two fabulous restaurants where the freshest contemporary cuisine is served in ultra-stylish surroundings. The high rollers can be found on the VIP Casino area situated on the top floor. The VIP area is a place of privacy for top players who prefer to gamble, serve dinner, and have a drink in some luxurious surroundings.

Speaker Notes

- Hr Job Description
 - Recruiting, screening, interviewing, and placing workers are the responsibilities of human resources specialists. Employee relations, payroll, benefits, and training may all be handled by them. They supervise specialists in their work, interact with executives on strategic planning, and serve as a liaison between management and staff.
 - HR has a critical role in shaping, strengthening, and changing an organization's culture. HR is responsible for several aspects of business culture, including pay, performance management, training and development, recruitment and onboarding, and reinforcing the company's values.
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Speaker Notes

- HR Lows Importance
 - There is no such thing as a one-size-fits-all HR position. The tasks of an HR worker vary greatly depending on the title. Some HR managers are entirely responsible for hiring, while others focus on employee development, salary and benefits, and still others—the generalists—do it all.
 - Because these professionals are frequently faced with on-the-spot judgments that might have serious legal ramifications, familiarity with basic HR-related regulations gives them the confidence to make these decisions or to know when to seek outside assistance.
 - HR experts with legal skills also have a competitive advantage in the workplace since they may reduce a company's legal risk before it happens. They assist organisations in remaining compliant and avoiding frivolous claims while also preserving the rights of valued personnel by having a working knowledge of current legislation and their real-world implementations.
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Speaker Notes

- How to Boost HR Productivity
 1. Improve internal communication inside the company.
 2. Create a successful training programme.
 3. Give staff more frequent feedback.
 4. Create a vision for the company's culture.
 5. Make use of the available technology.
 6. Use data to your advantage.
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Speaker Notes

- End Conclusion

With the adequate training given by the company in case, the HR position available will be more than suitable for a young prospect with great hard/soft skills as I have.

The management abilities' and the knowledge regarding lows and data use make me confident in persisting with the opportunity.

The empathy towards all employees and rightful management of problems will all be in the use for the company goals and development.

“I am convinced that nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies.” – Lawrence Bossidy
