
University of Wales Trinity Saint David

**Developing Relationships and Workplace Achievement
(BMSW5102_LON)**

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“Training and Development needs for an HR officer “

Introduction:

- Every business organization needs fuel of HR, without this fuel a company can not process further.
 - HR department not only has responsibility to manage people and their productivity, but they also have responsibility to maintain inner stability of business which allows them to stand still in a high tough market.
 - This study is based on Pret a Manger, this company is a multinational sandwich franchise company. This report will discuss knowledge, skills and behaviour of HR professionals. Later this report has discussed personal skill audit and identified skills and behaviour of HR role. At last this report has discussed potential benefits of HR officers to the business organization with effective training and development.
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Pret a Manger

- Pret a Manger is a UK brand famous for create and sell fresh and organic food since 1986, with over 374 branches worldwide.
 - Providing the handmade fresh food for customers everyday.
 - Same culture to follow by every brand over the world.
 - Staff motivation through rewarding job duty.
 - Satisfaction and value of their customers.
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HR position in Pret a Manger:

- HR department is heart of every business organization, without this a company can not perform any activities as human resource are must require in the process.
 - **Consultancy skills:** every department of business organization need to consult HR officer before making any decision because HR department is responsible for providing human capital to that particular department.
 - **Decision making skills:** HR officer is one of the most important stakeholder of the company, they provide right decision at right time.
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- **Workplace policy making responsibility:** HR department are made for people, these people are essential stakeholder of the company.
 - **Promoting diversity responsibility:** diversity can be strength or weakness of business organization, diversity can be very beneficial if the company have ability to manage people and their diverse cultural belief.
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Potential benefit:

- Every business organization need HR officer which can use special skills to manage people and their productivity in the workplace, their behaviour decide the healthiness of workplace.
 - **Employee retention:** it is very clear that employees are the utmost reason why HR department is formed, without employee HR department can not process further. When Pret a Manger tend to provide effective training to HR officer, then improved employee retention is most beneficial thing happen to a company.
 - **Talent management:** talent is booster of business organization, employee with talent can boost the growth speed of the company. Talent management is most important task of HR department, they have responsibility to identify and hire talent.
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What stay and what need to change:

- Customer service it is a mandatory skills required by all employers.
 - Application of a new sistem for take orders to facilities people to cut losing time.
 - Feedback easy to release by customers and employers to the company.
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Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include: working closely with various departments, increasingly in a consultancy role, assisting line managers to

X-Understand and implement policies and procedures. promoting equality and diversity as part of the culture of the organisation.

X-Liaising with a range of people involved in policy areas such as staff performance and health and safety.

reëduiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.

X-developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management. preparing staff handbooks.

X-advising on pay and other remuneration issues, including promotion and ☐ benefits; undertaking regular salary reviews.

X-negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.

X-administering payroll and maintaining employee records; ☐ interpreting and advising on employment law. dealing with grievances and implementing disciplinary procedures.

X-developing HR planning strategies, which consider immediate and long-term staff ☐ requirements; planning and sometimes delivering training - including inductions for new staff.

X-analysing training needs in conjunction with departmental managers.

Appendix B

Personal Skills Audit

Name: Alessandro Rizzo
Job role: Human Resource Officer

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional are as.

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word			X	
Use Excel spreadsheet			X	
Use a Database	X			
Use specialist HR software			X	
Use the internet	X			
Use e-mail	X			
Use PowerPoint	X			
	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment				X
Taking notes of disciplinary hearings			X	
Write reports		X		
Produce material to support presentations		X		
Delivering a training session			X	
Resolving disputes/complaints	X			
Interviewing	X			
Advising on HR issues				X
	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		X		

Explore more than one solution in order to solve a problem		X		
Consider the ideas of others to help solve problems		X		

Supervisory Management

How much experience have you had in your role?	☒ < 1 month	1-3 months	> 3 months
How many people have you managed at any one time?	☐ None	1-5 X	Above 5

I declare that the information given in this form is true

Signed	Alessandro Rizzo
Date	1-12-2021

Identifying knowledge, skills and behaviour:

- **Communication skills:** communication skills are most required in every business position, these skills may be basic but have great role in the workplace.
 - **Decision-making skills:** decision-making skills are one of the most required skills in HR role, this skills allow person to make effective decision.
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Conclusion:

This report have discussed HR and its importance in business organization, every company need HR to manage people and their productivity in the workplace.

Later this report have discussed knowledge, skills and behaviour of HR professional.

Later this report have discussed personal skills audit and identified certain skills, knowledge and behaviour.

At last this report have discussed potential benefit of HR officer with the help of effective training and development program in the business organization.

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