

Training and development needs for a HR officer

Developing relationships and workplace achievement

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Introduction

Introduction

- Aims and objectives
- Models and theories
- Brief description of FirstPort
- Outcomes

Speaker notes: The aim of this presentation is to examine the training and development needs for an HR officer. The presentation includes many theories what will allow to understand the importance of an HR officer moreover will show the responsibilities, roles, characteristics, the benefits and advantages of an HR officer, The trainings, developments needed and the code of ethics. It will be a short description about the writer chosen organisation and finally the conclusion or outcomes of the presentation. According to Shahi and Khaghanizade (2010) in the educational projection, nominate the tuition technique is a significant classification.

Skills need for an HRO

Skills need for HRO

Skills

- Critical thinker
- Collaborative
- Good listener

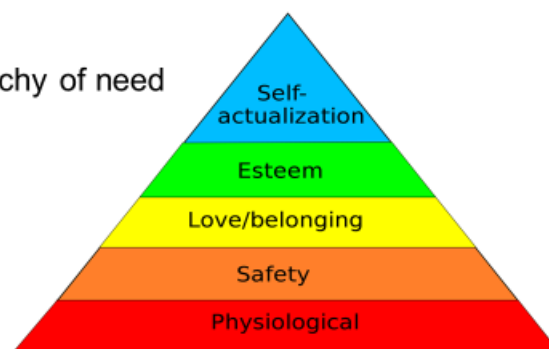
Speaker notes: Of course, an HR officer need more skills that this slide can include but without the need for completeness, a couple of skills can be mentioned. An HRO must be a good critical thinker, it must be determined well that a candidate can be fit for a job or not. Collaborative skill can be helpful in different situations, projects when an employee must be feeling that the officer wants to help. Good listener is another great attribute of an HR officer because example by listening to a candidate reaction, is easy to determine that the candidate is suitable for a job or not. According to Dainty (2011) from several years HR officers have been exhorted to build a huge strategic consent to their institution.

Maslow's hierarchy of needs

Maslow's hierarchy of needs

➤ Maslow's (1954) hierarchy of need

1. Self-realisation needs
2. Esteem
3. Social
4. Safety
5. Psychological



Speaker notes: According to Aruma and Hanachor (2017, p.15) the significance in Maslow's hierarchy of needs is that are necessary essential needs what must be fulfilled before other needs can, in point of fact take in consideration in human milieu. Psychological realisation the needs for house, food and so on. Safety realisation of finance, health. Social realisation needs such as family, friends, love to avoid loneliness and depression. Esteem, the individual need to be respected and honoured. Self-realisation needs to achieve own potential of talent.

Holland's occupationally personal types

Hollands occupationally personal types

➤ Holland personal types

- realistic
- investigative
- artistic
- social
- enterprising
- conventional

Speaker notes: Realistic: individual is practical, concrete, machine and tool oriented, they like to work alone, craftworkers. Investigative: individual is analytical, intellectual, observant. Research, scientific activities, they are abstract thinker. Artistic: individuals are intuitive, imaginative, self-expressive in artistic creations. Social: peoples are humanistic, idealistic, they love to work with others. Enterprising: ambitious, energetic, self-confident. They set clear goals and working hard to achieve it. Conventional: peoples are efficient, careful, organised, systematic. For learning academy experiences Holland's theory of vocational alternative, inflict an intense structure for interplay between students and their milieu (Pike 2006).

Schein typology

Schein typology of career anchors

- Technical
- Managerial
- Security and stability
- Entrepreneurial
- Autonomy
- Service dedication
- Pure challenge
- Life style

Speaker notes: Technical: likes to be good in something, is excited by the content of the work itself. Managerial: excited by the opportunity to analyse and solve problems. Security and stability: seek stability and continuity. Entrepreneurial creativity: creative, inventive they like to run their own businesses. Autonomy/ independence needs to work under their own rules, avoid standards. Service dedication: aim to help others by their own talent. Pure challenge: looking for constant challenge. Lifestyle: focus first on their lifestyle rather to balance between work and life. According to Ahmadi et al. (2012) strategy creation and structural aspect in performance is harder for resilient cultures.

Background of organisation

FirstPort residential property management

- Property asset management
- FirstPort group

Background of organisation

Speaker notes: FirstPort is a residential property asset management with more than 180.000 units (flats) around UK, Scotland and Wales. The organisation manages these premises from many years and is one of the biggest property management. Groups: FirstPort property services, FirstPort Scotland, FirstPort letting services, Retirement home search and FirstPort insurance services. As the above shows the organisation is one of the leaders in the market with outstanding reputation.

Responsibilities

Responsibilities

- Drive strategic workforce planning
- Compensation strategies and policies
- Build friendly corporate culture

Speaker notes: One of the responsibilities of an HRO is to drive strategic workforce planning what mean the right people at the right place for the right time at the right cost. To set up compensation strategies and policies mean to motivate in the right way. Friendly corporate culture helps employees to find value in their work. According to Rimanoczy and Pearson (2010) some projects require alteration in institution culture which in slew pretend fresh management suitability, conduct and mentality. The appendix A will show an overview of HRO responsibilities.

Roles

Roles

- Managing employee attitudes
- Production optimization
- Traditional HRM

Speaker notes: First step to describe the behaviour or attitude, to specify the impact, how the company and other employees are sophisticated, to heading the problem by talk to the employee, to moving forward by providing consequent feedback to encouraging and ratification positive changes. Production or process optimization, to estimate current activities and projects in order to support HR and institutional objectives. The traditional HRM additional support punctuality and pattern related archives, methods and policy (Appendix 1). How much is growing the concernment of HR to the organisation as much too the pretention to support its efficient leadership (Yusoff et al. 2009).

Characteristics of HRO

Characteristics of HRO

- Involvement of employees
- Good motivator
- Less disciplinary action

Speaker notes: By involving the employees the HRO can motivate them and attract talents. The employee will take care about achieve the goals of organisation. If employees are well motivated will result less disciplinary actions. According to Freeha (2016) the role of HR officer has gowned and expanded into several recent functions likewise the nature of labour, work relationships and job positions.

Benefits and advantages

Benefits and advantages

- Health and medical insurance
- Life/disability insurance
- Retirement/pension plans
- Education assistance
- Work life support

Speaker notes: Benefits and advantages health and medical insurance, life/disability insurance in case of accident, retirement/pension plans for leavers, planning for future, education assistance, trainings, courses and work life support for those who are struggled, stress, depression. Facility to pretend assessable, improved facility level, admission to technology and specialised knowledge, increment capability to concentrate on deliberate subjects, monetary savings are the HR logical functions (Belcourt 2006).

Training and development

Training and development

- Improving the effectiveness of:
 - organisation
 - team
 - individual

Speaker notes: trainings and developments will have positive effect on organisation what will be more successful, the team will be more powerful, and the individual will be more confident. Hamid (2011) mentioned that efficient training is a good business in the HR of an institution in short- and long- term regression.

Code of ethics

Code of ethics

- Set of correct behaviours individuals need to follow
- Set of standard norms, regulations and responsibilities

Speaker notes: high standard of professional and personal conduct is set of behaviours what need to follow. Standards of norms in the workplace, regulations and each individual responsibility to adding value to the organisation. According with Boudreaux and Steiner (2005) there is no determination of code of ethic, but it could be a statement of the value of an organisation, guideline for ethical decision making to evade misbehaviour.

Personal skills audit

Personal skill

- Information technology
- Communication skills
- Problem solving skills
- Supervisory management

Speaker notes: The writer will analyse his own personal skill in the role of HRO. The information technology is good point in word, excel, internet, email and PowerPoint. In communication skills good marks in disciplinary notes, resolving complains and adequate in writing report. In problem solving skills good marks on considering others idea to solve problem and coming up with more solutions. The supervisory management the writer has more than three months experience and has been supervised a team of twelve colleagues. See Appendix 2.

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Appendix 1

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 understand and implement policies and procedures.
- ☒ promoting equality and diversity as part of the culture of the organisation.
- ☐ liaising with a range of people involved in policy areas such as staff performance and health and safety.
- ☒ recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.
- ☒ developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management.
- ☐ preparing staff handbooks.
- ☒ advising on pay and other remuneration issues, including promotion and benefits;
- ☐ undertaking regular salary reviews.
- ☐ negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.
- ☒ administering payroll and maintaining employee records;
- ☐ interpreting and advising on employment law.
- ☐ dealing with grievances and implementing disciplinary procedures.
- ☒ developing HR planning strategies, which consider immediate and long-term staff requirements;
- ☒ planning and sometimes delivering training - including inductions for new staff.
- ☒ analysing training needs in conjunction with departmental managers.

Appendix 2

Appendix B

Personal Skills Audit

Name GYÖRGY VEGYINAS

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.

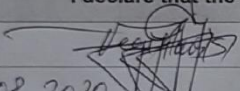
	Very good	Good	Adequate	Little or no
Information Technology				
Use Microsoft Office Word		X		
Use Excel spreadsheet		X		
Use a Database			X	
Use specialist HR software				X
Use the internet		X		
Use e-mail		X		
Use PowerPoint		X		

	Very good	Good	Adequate	Little or no
Communication Skills				
Drafting contracts of employment				X
Taking notes of disciplinary			X	
Write reports		X		
Produce material to support				
Delivering a training session		X		
Resolving disputes/complaint		X		
Interviewing				X
Advising on HR issues			X	

Appendix 2

	Very good	Good	Adequate	Little or no
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
			X
How many people have you managed at any one time?	☐ None	1-5	Above 5
			X

I declare that the information given in this form is true	
Signed	
Date	26.08.2020