



UNIVERSITY OF WALES
Trinity Saint David
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Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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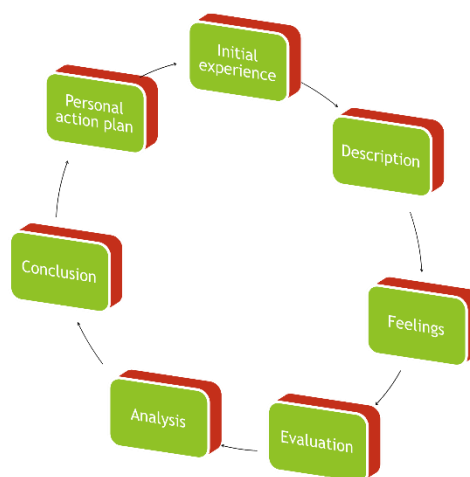
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1. Personal reflection on the role play

"It is not sufficient simply to have an experience in order to learn. Without reflecting upon this experience, it may quickly be forgotten, or its learning potential lost. It is from the feelings and thoughts emerging from this reflection that generalisations or concepts can be generated." (Gibbs, 1988)

In 1988, Graham Gibbs developed a reflective cycle he termed the "Reflective Cycle" to aid in the process of learning from one's own experiences. Its cyclical form makes it especially well-suited for repeated encounters, allowing you to anticipate whether or not they were successful.

Gibb's 'Reflective Cycle' (1988)



In class I had a role play to demonstrate my understanding of what I learned during the course and, much more importantly, to demonstrate to myself that I can successfully hold an interview from both points of view, the employer's and the employee's. of the candidate. I will analyse both variants using Gibb's 'Reflective Cycle' tool.

From the position of the candidate:

I would appear for an interview for the position of OMS (Operation Management System) planning coordinator within DHL Welham Green (Marks and Spencer client).

I was confident in myself, but full of emotions and unspoken questions: What if my English is not good enough? What if I forget to say something? What if I freeze and can't say anything? If the presentation in front of the teacher and the whole class will inhibit me?

After I started talking, all the questions suddenly disappeared, the ideas coming by themselves. I had to take a look at my notes from time to time because the ideas came too quickly, and the language didn't help me. My partner helped me a lot, who when he saw that I couldn't find my words, he helped me, completing me. The body language did not help me

much, because, due to the emotion, I was waving my hands too much, and the eyes were everywhere in the class.

In conclusion, I can say that after the initial moment when I try to speak, ideas appear in a natural way, but sometimes it is difficult to translate them into words. Due to my friendly nature, I do not inhibit myself and I have no problems speaking in front of an audience.

In the future, when I'm faced with a real interview, I know I'll handle it. However, I have to improve my body language, focus my gaze on the person in front of me, and keep my hands in a relaxed position. At the same time, to be more relaxed so that I can speak much more fluently.

From the employer's position:

I was the HR representative of a company, and I interviewed a possible candidate. The introduction part went very well, and since I had just finished my part I was much more relaxed. I can say that I did better, and when my partner did not respect the script, I started asking the set questions and trying to help (After the role play was over, I found out that he couldn't find the script in his laptop due to emotion).

I can say that the position of interviewer is much easier than that of a candidate. emotions are less and self-belief is very high. I managed to focus my gaze on my partner and the hands were in their place.

In the future, in this position, I wouldn't change anything because I think I did well. Maybe more professionalism, but this comes in time, after a lot of practice.

2. Skills and knowledge which contribute toward working effectively

“Operations managers rely on many skills to perform successfully in their roles. If you're transitioning to an operational management role, the skills you apply on the job can boost your success and effectiveness. From managing budgets and organizing project details to collaborating with teams, operations managers develop strong soft and hard skills to take on the responsibilities of the job.” [\(By Indeed Editorial Team, 15 March 2021\)](#)

From my point of view, and in accordance with many specialized websites (Indeed, LinkedIn, Careers DHL, Total Jobs, etc.) the most important skill is **professionalism** in relations with colleagues at all levels of the company. An important aspect of professionalism is compliance with laws and regulations, ensuring that all employees comply with and complete the necessary legal documents. In order to achieve this goal, a good knowledge of them is necessary, of which I can list the following:

- **Human Rights 1998**

The Human Rights Act (1998) is the law that ensures the rights guaranteed in the European Convention on Human Rights (ECHR). Both Houses of Parliament enacted the Human Rights Act, which received Royal Assent in November 1998 and went into effect in October 2000.

It contains a set of 16 fundamental human rights, each structured in its own article, of which I can name a few:

“Right to life (Article 2), Right not to be tortured or treated in an inhuman or degrading manner (Article 3), Right to be free from slavery and forced labor (Article 4), Right to liberty and security (Article 5), The right to respect for your private and family life, home and correspondence (Article 8), The right to freedom of thought, belief and religion (Article 9), The right not to be discriminated against in relation to any of the rights and the freedoms listed here (Article 14), Right to education (Article 2, Protocol 1)”, etc. ([legislation.gov.uk](https://legislation.gov.uk/ukpga/1998/42), [Human Rights Act 1998, UK Public General Acts 1998 c. 42](https://legislation.gov.uk/ukpga/1998/42))

- **Equality Act 2010**

“The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.

It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it’s unlawful to treat someone.” (<https://www.gov.uk/guidance/equality-act-2010-guidance>)

Equality Act protects people in the UK from discrimination (direct or indirect), harassment, and victimisation. Age, handicap, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation are all protected characteristics under the Equality Act.

- **Data Protection Act 2018**

“The Data Protection Act 2018 controls how your personal information is used by organisations, businesses or the government.

The Data Protection Act 2018 is the UK’s implementation of the General Data Protection Regulation (GDPR)”. (<https://www.gov.uk/data-protection>)

Personal data must be used in a fair, lawful, and transparent manner, for specific, explicit goals, in an acceptable manner, relevant and restricted only to what is necessary, correct and, where necessary, updated, and kept no longer than necessary.

- **The Health and Safety at Work Act 1974**

“The Health and Safety at Work Act 1974 (HASAWA) is an important piece of legislation for workplaces in the UK. It ensures that all employers provide a **safe working environment** and look out for the health of their employees—wherever their place of work.

It relates to the wellbeing of not only permanent staff but also casual, self-employed and temporary workers, as well as visiting members of the public”. ([The 6 essential points of the Health and Safety at Work Act, 19 July 202, https://www.ideagen.com](https://www.ideagen.com))

The Health and Safety at Work Act etc. Act 1974 (HSW, HSWA, HASAW 1974, HASAWA) is a British law that establishes the parameters for regulating workplace safety. The Act lays forth the broad responsibilities of all parties involved in maintaining health and safety in the workplace, including employers, employees, owners, managers, and maintainers.

While the Health and Safety Executive (HSE) is the government-appointed organisation in charge of enforcing health and safety legislation in the United Kingdom, in practise, the HSE and the appropriate local authorities usually work together to ensure compliance.

Other skills and knowledge that help to productive work include:

Leadership skills

Strong leadership abilities give the necessary experience to encourage others. Management tactics are combined with the capacity to persuade and encourage people to collaborate by effective leaders.

Adaptability

Work abilities that are flexible and adaptable are vital. To keep up with shifting demands in fast-paced workplaces, they must think and respond swiftly.

Communication skills

Exceptional communication skills are required for everyday interactions with co-workers, personnel, and others.

Organizational skills

Organization and attention to detail may have a favourable impact on professional performance.

Time management

Scheduling deadlines, monitoring critical production milestones, and ensuring that teams complete projects on time are all duties that rely on time management abilities.

Knowledge of duties in DHL Warehouse (Planning Department)

Lead planning with Operations, Agency, and recruiting for special seasons, such as Peak, Easter, Christmas, and sporting events.

To create plans and convey them to the rest of the team using the Resource Planning Model.

Plan and coordinate operations for the Warehouse Operations Support Manager.

Ongoing coordination of the headcount strategy with the Warehouse Operations Support Manager.

Monitor and confirm the quality of the information received from the Resource Planning Model, as well as to question it as needed.

Identify and resolve software and hardware incidents

3. My personal strengths and areas for further development

<u>SWOT ANALYSIS</u>	
<u>STRENGTHS</u> - Attention to details, - Numeracy, - Thorough knowledge of Microsoft Office,	<u>WEAKNESSES</u> - English is not my fast language - I talk to much - Too much patience
<u>OPPORTUNITIES</u> - Career Step-up, - Improving software and hardware knowledge	<u>THREATS</u> - Better prepared colleagues - Rotational shift

STRENGTHS

- Attention to details, especially when I work with a computer, I can quickly identify mistakes,
- Numeracy, especially when I work with many columns and rows in Excel, I instantly discover the mistakes,
- Thorough knowledge of Microsoft Office, and the ability to quickly understand a software or hardware problem related to computers, networks and IT systems.

These make me a perfect candidate to work as OMS planning coordinator, within the Planning Department

WEAKNESSES

- English is not my fast language, and sometimes when I am under pressure I get stuck
- I talk too much, sometimes forgetting that not everyone is interested in what I have to say,
- Too much patience, although it seems like a quality, I learned from experience that it is not like that

OPPORTUNITIES

- A step forward in my career, the position of OMS Planning Coordinator opens up new promotion prospects for me simultaneously with improving my software and hardware knowledge as well as Microsoft Office (especially Excel)

THREATS

Better trained colleagues who can fill this position.

Rotational shift, I can't work all day, and most of their good positions require some rotational shit

4. My employment goals and my personal career action plan/development plan

My professional career goal is to remain with DHL, first as an OMS Planning Coordinator, then as a Manager in the Planning Department, and finally as an Operations Manager.

In addition to the skills stated in the SWOT analysis, I have tenacity and an excellent ability to operate in a team (both as a leader and as a simple employee).

Following the initial phase of occupying the position of OMS Planning Coordinator, I must develop my management skills while also developing my existing knowledge (Microsoft

Office, Software, and Hardware), because a good understanding and knowledge of them will help me in a better understanding and knowledge of the operations within the Planning Department.

To reach this aim, I must continue my study, as I have discovered an unending amount of resources here. Most significantly, I must strengthen my understanding of the English language, as this is my most formidable foe. I have thoughts and expertise that are useless unless I can spoke them in a timely manner.

5. My targets for the development of my own professional career plan

- Short-term plan (3 -6 months)

Working as an OMS Planning Coordinator while finishing my fourth year of University and earning my Certificate of Higher Education in Workplace Skills. I can gain new knowledge from the aforementioned position, which, along with the aforementioned certificate, will prepare me for the next stage.

- Medium-term plan (1-2 years)

After two years in the position of OMS Planning Coordinator, combined with the knowledge from three years of university, I will apply for the position of Manager in the Planning Department. From this position I will have an overview of the entire Department and the supply chain, and at the same time it will put me in a position to understand and prepare for the next step.

- Long-term plan (2-5 years)

My university education will be done in five years. As Manager of the Planning Department, I became familiar with almost all of the Department's specifics and gained an understanding of the complete technical process within the warehouse. I ended up having a really excellent rapport with the other Managers and the staff, and I had evolved enough to apply for the position of Ops Manager.

6. Conclusion

Finally, I can say that my personal development plan truly began in 2020, when I was promoted from warehouse colleague to Inventory Department, and then to Inventory Clerk. This position provided me with a multitude of helpful information, both about the computer system and about people. In 2021, I started the Certificate of Higher Education course in Workplace Skills and, together with the skills obtained in the Inventory Department, I was selected OMS Planning Coordinator. Knowing my perseverance and capacity for knowledge assimilation, I can say confidently that my future ambitions are very realistic.

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Appendix A:

The questions asked as interviewer in the role play (A1)

1. Tell me about yourself
2. How did you hear about this position?
3. What are your strengths?
4. What are your salary expectations?
5. What is your ideal work environment?

The question/s asked as interviewee in the role play (A1)

1. What do you know about our department?
2. Why do you want to work in our department?
3. What would you do for us? What can you do for us that someone else can't?
4. Which aspects of our position do you find the most attractive? Least attractive?
5. Please give me your definition of OMS (Operation Management System) Planning Coordinator.

Appendix B:

Application Form completed as applicant for the role play (A1).

Job application form

Internal Application for OMS Planning Coordinator

Your details

Name: Mihaita Marius DAVID

Hemel Hempstead

HP2 4XE

9 Welkin Green

Hemel Hempstead

E-Mail: mih.dav@gmail.com

Phone: 07846703770

Education and training

Please give details:

- Certificate of Higher Education in Skills for the Workplace - University of Wales Trinity Saint David (London Campus) 11 October 2021 – currently continue the course
- Training at DHL Welham Green – Inventory Department for Inventory Clerk – 2020
- College degree – Technical Operator 1987 to 1991, Technical College - Bucharest, Romania

Qualifications

Please give details:

- Microsoft Office (Excel, Word & PowerPoint)
- ICT Networking (hardware and software)
- Electronics & hardware repair
- M&S JDA Software
- Border Police Officer

Employment history

Your current or most recent employer

Name of employer: DHL Supply Chain UK - DHL M&S Welham Green

19 October 2019 to present

Job title: Inventory Clerk on Inventory Department - 2020 to present

Length of time with employer: 4 years

Reason for leaving: To promote

Duties:

- Ensure accurate control of inventory up to and beyond the set KPI levels expected by the customer and of DHL
- Investigate and resolve all stock discrepancies
- Produce accurate stock KPI reports, analistic and recommend changes to Standard Operating Procedures to enhance accuracy and operational effectiveness
- Ensure procedures are followed to monitor and minimise stock losses
- Organise the cycle counting and perpetual inventory
- Produce timely and accurate management information & reports as required

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

DHL Supply Chain UK - DHL M&S Welham Green

Despatcher on Despatch Department

Loading and sealing trailers in time

Use M&S JDA software

Use HHT scanning device

Use Automatic Scanning Towers

Accuracy checking on despatch product

Time Management

Keep workplace tidy

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

For promote

I am a motivated, organized person who seeks the challenging and rewarding opportunity in a fast-paced environment. I would like to be part of the Planning team, which works as a core to optimize all the departments within our warehouse to create a relevant and memorable difference in the lives of our customers and employees.

Right to work in the UK

Do you need a work permit to work in the UK? No

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

██████████ - Inventory FLM at DHL M&S Welham Green

██████████ - Despatch FLM at DHL M&S Welham Green

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Mihaita Marius David

Signature:

Date: