

Assessment

On

**Personal Reflection on Role Play and Career
Development - BMSW4005**

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Introduction

My name is Sajeda, and I am particularly from Bangladesh. Understanding and using specific skills and knowledge play a major role in ensuring one works effectively and remains ready for employment while focusing on specific personal strengths and weaknesses that can help in improving one's performance and chances of being successful. Based on my past experiences working in a bank, I have learned a lot. My experiences working before provided me with an opportunity of not only to increase my skills and knowledge but also, most importantly, understanding personal strengths and weaknesses and, most importantly, how I can improve my weaknesses to improve my productivity and general knowledge, which is important for my future profession. Typically, reflection performed in the current context related to the development of a career can be viewed as an approach used to analyze specific events that play a major role in the general learning process of a person. It is considered important, particularly in self-development and self-analysis. This report will therefore focus on an analysis of activity related to role play as an interviewer with the primary objective of assessing the intellectual and, most importantly, procedures related to cognitive skill development. Besides, reflective frameworks will focus mainly on analyzing skills and, most importantly, abilities developed as I participated in this activity.

Reflection

Kolb's Reflective Model

This model that I will use in developing the essay focuses mainly on experimental learning. This case means that the basis related to this model will focus mainly on my experiences, which can be reviewed and analyzed to present a specific or desired understanding. The focus will be on concrete experiences, reflective observation, abstract conceptualization, and, most importantly, active experimentation (Bergsteiner et al., 2010).

Concretive Experience

Conscious and physical experiences play a critical role in the ability of a person to know and accept the need to reflect in a systematic way with the primary objective of learning something new or, in some cases, improving current experiences and skills in this state, the focus will be on noting specific situations and most importantly describing them and how one feels or think in general.

Reflective Observation

Based on a written description of the experience, it will be easy to reflect more deeply on specific events or situations in consideration of past situations. The main focus, in this case, will therefore be on asking questions related to what worked and what failed to work, the origin of the situation, and most importantly, specific reasons as to why other people and I behaved in a specific way.

Abstract Conceptualization

Typically, the building questions in this stage will be related to questions from the reflective observation stage. As a result, the focus will be on developing an idea of what I did better or differently and, most importantly, what needs to be improved (Bergsteiner et al., 2010). This case means that it will be important to understand specific ways in which I could deal with situations while developing effective strategies in consideration to dealing with and experiencing similar situations again. Besides, this stage will also focus on consulting others and literature with the primary objective of improving my understanding and, most importantly, furthering my ideas.

Active Experimentation

This stage is related to practice the theoretical knowledge that I will acquire. This case means the focus will be on taking my own reflection and, most importantly, thoughts n

considerations to improvements and theories into my practice and taking new and effective strategies. Although not all strategies will work, depending on those that will work will be important and reliable, thus improving general outcomes and performance in my profession (Bergsteiner et al., 2010). It is important to understand that as my experiences, particularly within the active experimentation stage, become new, it will be substantially helpful in concentrating on specific experiences.

Recruitment and Selection

Career Plans/Goals and Experiences

As a part of my course, I have learned the correct way how to apply for a job and how to prepare myself for an interview. The in-class role play has been added at the end of this report (appendices). Typically, as much as I may want it, my career is less likely to follow my desired or straight line. This case means that having a career plan will be important, particularly in ensuring I stay motivated, particularly during all twists and turns that the career might be throwing on me. Like other professional careers, having a reliable and effective career is important as it promotes performance and growth. Based on the current job description, my career plan, in this case, is mainly on using my current skills and knowledge while developing others that will be important in ensuring I improve how I perform and, most importantly, how effective I will be in my job and most importantly in influencing other people (Abukhait et al. 2020).

Typically, my career goals are not simply defined by the job that I want. Rather most of my actual career goals relate to important and effective steps that I plan to take with the aim of easily realizing specific desired and end objectives. This case means my focus is mainly on both short-term and long-term milestones that will be effective and reliable in directing me down the best path and leading me where I desire to be in the future. Typically, I understand my desired career. This case makes it easy to recognize effective and productive stepping stones that will ensure I end up in my desired role or position. Gaining new skills is also an important career plan I have. Typically, the world has become very competitive, and organizations are looking for people with different talents and skills.

As a result, I plan to have a more diverse skill set which will improve my chance of working even for the best-performing companies in the world.

Besides, I also plan to improve my networking abilities. Typically, my capacity to effectively and reliably interact with other people while developing influence plays a major role in making and, most importantly, breaking my ability to progress and reach specific goals in my career. However, the process of networking tends to be much more than just talking to other people about my work. As a result, it will be important for me to develop specific social and professional contact that I can rely on when it comes to exchanging insights and, most importantly, information. One of my long-term career plans is to become an expert in my field. Professionals are continually focusing on becoming experts in their careers or job positions. Therefore, I plan to gain more than enough knowledge and spend enough time in my current field to ensure effectiveness in becoming more reliable when it comes to finding facts, solving different problems, and, most importantly, understanding and relating to different situations. Such career plans are important for me to ensure I become effective and productive in my field of work and, most importantly, in improving how well and effectively I can work with others to achieve specific desired goals and objectives (Abukhait et al. 2020).

My experiences in the past can be related to the ability to work on multiple tasks, particularly over a short time. This experience helped to understand the effective organization as one of my strengths and one of the most important skills. This allows me to organize different tasks and people in a way that ensures positive outcomes in completing different tasks.

Based on my experience and understanding of important laws and legislation in the United Kingdom and particularly those related to employment, I believe they play a critical role in protecting both employees and employers. They include the provision of the legislation on pay, dismissal, discrimination, and others that ensure effectiveness in consideration of the relationships between employees and employers. As a result, they protect workers' rights while ensuring the interest of employers has been protected and maintaining fair relationships between the two.

What Employers Want?

Typically, competition remains one of the most challenging issues affecting all organizations. This case means that for an organization to be successful, it must be very competitive and with better performance. However, the success of an organization and its competitiveness depend mainly on the type of employees within an organization. As a result, employers are focused mainly on employing people with specific skills and knowledge that will ensure effectiveness and positive outcomes in adding value and ensuring positive performance and success of their organizations. No matter any type of work, employers are looking for specific skills (Farber et al. 2019). This case means that when applying for a job, showing that the ability to effectively use specific qualities that employers want plays a major role in helping one stand out from other job applicants.

One of the things that employers want is mainly experience, particularly from past paid jobs or, in some cases, from volunteer work or unpaid work experience. The focus, in this case, should therefore be on showing employers specific experience in consideration to the job position being offered. Besides, employers are also looking for employees with different skills. These skills include but are not limited to effective communication, teamwork and engagement, decisions making, and problem-solving. These skills are critical in improving the performance and productivity of both employees and, most importantly, an organization in general. Besides, these skills are also important in ensuring employees remain reliable in their roles and responsibilities within the organization.

Employers are also looking for the initiative among employees. Typically, an initiative in any work means an employee will see things that need to be done and, most importantly, take responsibility to ensure these things have been done. As a result, it focuses on doing that extra bit, particularly with the aim of doing a great job. Maturity and willingness to learn are also important for most employees. These qualities play a major role in ensuring employees' knowledge, and skills can be improved with the primary focus of improving how employees take their responsibilities and, most importantly to improve their contributions towards ensuring success and increased productivity of an organization.

Self-Motivation

Generally, I see self-motivation as the ability to drive oneself and, most importantly, taking the initiative and actions in a way that will improve my ability to pursue specific and desired goals while competing for different tasks in an effective and reliable way. This case means that it is mainly an inner drive, particularly when it comes to taking actions and creating and achieving specific goals and objectives. As a result, self-motivation plays an important role in pushing me to keep going on tasks, particularly those that I will be pursuing because I want to, not because of the influence of other people or specific factors.

My self-motivation is mainly to improve and become an expert in my career. Typically, learning among employees is always a process that never comes to an end. As a result, this learning opportunity plays a major role in ensuring I become effective, productive, and successful in my career while improving my weaknesses (Cherian & Jacob, 2013). As a result, success remains my self-motivation. The main reason, in this case, can be related to the fact that working with a primary objective of improving my skills and experiences while improving my weaknesses will help me to become an expert in my career and be successful, even if it means starting my own business.

Learning Styles

The Visual-Auditory-Kinesthetic (VAK) learning styles model plays a major role in providing one with an easy way to explain and, most importantly, understand my learning style and, in some cases, the learning style used by other people. In most cases, VAK is effective in ensuring one has the ability to design a learning method and, most importantly, experiences that can match effectively with other people. My learning style, in this case, is mainly visual and auditory. This case means that it includes seeing, reading, listening, and most importantly, speaking. Through this learning style, it will be easy for me to depend on my environment and develop effective and reliable knowledge that will have a positive impact on my performance and success in general (Biradar et al. 2020).

Personal Development

As an employee, personal development is important and focuses on ensuring I improve how I work, engage with others, and strive to achieve specific desired goals and objectives that will be helpful to my career. As an employee, I crave challenging and meaningful work. As a result, learning, growth, and contribution to the organization remain one of the most important focuses. In this case, I will actively engage in new responsibilities or projects, knowledge sharing, and, most importantly, attend different industry events and conferences to ensure positive outcomes when it comes to my personal growth.

Conclusion

After finishing all the module on my course, I think this module is the finishing touch and this module helped me a lot to understand and rectify my earlier errors while preparing myself for a new role. The in-class role play did helped me to understand different things like how to go through the job description, what are my strength and weakness, how to set up a career goal, how to develop myself, what employer wants and how to meet those requirements, related employment legislation and above all how to become success on my role.

References

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- Bergsteiner, H., Avery, G. C., & Neumann, R. (2010). Kolb's experiential learning model: critique from a modelling perspective. *Studies in Continuing Education*, 32(1), 29-46.
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- Cherian, J., & Jacob, J. (2013). Impact of self efficacy on motivation and performance of employees. *International journal of business and management*, 8(14), 80.
- Farber, H. S., Herbst, C. M., Silverman, D., & Von Wachter, T. (2019). Whom do employers want? The role of recent employment and unemployment status and age. *Journal of Labor Economics*, 37(2), 323-349.

Appendices

i. Job application form

Bluebirds Childcare Job Application Form			
Post Applied for:			
Closing Date:	Office use only	Interview Date:	Office use only
Please complete this form fully using black ink or type. Applications received after the closing date will not normally be considered.			
THE INFORMATION YOU SUPPLY ON THIS FORM WILL BE TREATED IN CONFIDENCE.			
Section 1 Personal details			
Last Name:		First Name:	
Date of Birth			
Address:			
Postcode:			
Time at the above address:		If less than three years please supply the previous address below	
Previous Address:			
Postcode:			
Home Telephone N^o:		National Insurance N^o:	Letters Numbers Letter
Mobile Telephone N^o:			
E-mail address:			
Preferred method of contact Mobile <input style="width: 20px; height: 15px;" type="checkbox"/> Email <input style="width: 20px; height: 15px;" type="checkbox"/>			
Are you free to remain and take up employment in the UK with no current immigration restrictions?		Yes <input style="width: 20px; height: 15px;" type="checkbox"/>	No <input style="width: 20px; height: 15px;" type="checkbox"/>
Driving Licence – if relevant to post applied for. Do you hold a full, clean driving licence valid in the UK		Yes <input style="width: 20px; height: 15px;" type="checkbox"/>	No <input style="width: 20px; height: 15px;" type="checkbox"/>
If you are successful you will be required to provide relevant evidence of the above details prior to your appointment.			

ii. Job description



SCHOOL ADMINISTRATOR – JOB DESCRIPTION

POST:	School Administrator (full-time, year-round contract)
REPORTING TO:	Head of Administration
SALARY:	In the region of £22,500 to £24,000 per annum
HOURS:	9.30am to 5.30pm, Monday to Friday
TO APPLY:	Email CV, covering letter and equal opportunities monitoring form to hr@rambertschool.org.uk
DEADLINE:	9am, Monday 19 th February
INTERVIEWS:	Wednesday 21 st / Thursday 22 nd February
START DATE:	Monday 12 th March

PURPOSE OF THE POST

- To assist with the smooth-running of the office
- To provide full administrative support to the administration team and teaching staff as required
- To manage “front of house” area – greet all visitors and make them feel welcome, cover the switchboard
- To arrange internal meetings
- To assist with school performances and special events
- To project a professional image of the school at all times

KEY WORKING RELATIONSHIPS OUTSIDE THE SCHOOL

- All daily visitors – prospective students and parents, contractors, delivery drivers etc.

KEY WORKING RELATIONSHIPS WITHIN THE SCHOOL

- Head of Administration
- Marketing Manager
- Participation, Outreach & WP Manager
- Head of Admissions, Registry & Student Support
- Admissions & Registry Administrative Assistant
- Theatre Technician and Maintenance Supervisor
- Finance Director
- Finance Assistant
- Principal & Artistic Director
- Deputy Principal
- Head of Studies

JOB DESCRIPTION

General office administration and front of house duties

- • Meet and greet all visitors to the School
- • Answer and direct all incoming phone calls
- • Process and distribute incoming post and frank outgoing post
- • Carry out general admin duties e.g. writing letters and council tax exemption letters
- • Maintain the general email accounts (info@ and admin@), responding to queries / directing enquiries as

required

- • Assist in the upkeep of contact records, including student, staff and trustee contact information
- • Create mailing labels as required
- • Order stationary, first-aid equipment and sundries
- • Maintaining a clean, tidy and orderly admin office

Day to Day running of the School

- • Help maintain general order in the school e.g. clearing lost property and tidying notice board
- • Assist with management of building and locker keys
- • Manage the electronic noticeboard, updating as required
- • Assist with upkeep of Virtual Learning Environment (Office 365)

Internal Meetings

- • Assist with organising meeting rooms (booking space, arranging furniture etc.).
- • Organise refreshments for meetings, including ordering food and making tea and coffee
- • Assist with the preparation and circulation of meeting papers
- • Write minutes for fortnightly staff meetings, monthly admin meetings, termly student staff meetings and

other meetings as required.

Studio Hires

- • Manage booking requests
- • Maintain hire documentation
- • Create invoices and liaise with Finance Department regarding payments
- • Coordinate necessary security for hires.

Marketing & Events

- • Assist with the management of guest lists for school performances and special events, both at the School and at external venues
- • Assist with distribution of invites, via email, post or by hand to local neighbours
- • Process online ticket sales and assist with maintaining ticket sales lists
- • Organise refreshments and assist with any other preparations such as signage, furniture etc.
- • Produce performance programmes
- • Assist with the coordination of internal photo-shoots
- • Assist with maintenance of image archive
- • Format and send termly newsletter

Finance

- • Process credit card reconciliation

Classes

- • Process online payments for classes
- • Filter and respond to enquiries from participants and parents
- • Prepare relevant paperwork, such as registers, where required.

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Other

- • Process Disclosure & Barring Service (DBS) checks
- • Issue ID passes for staff, students and contractors
- • Create student rehearsal timetable
- • Arrange travel and accommodation for national and international trips
- • Manage vending machine stock and replenishing the machine as required.
- • Housekeeping – loading/emptying dishwasher, making tea and coffee, etc.
- • General administrative support for the administration team and teachers, as required
- • Undertake other duties commensurate with the level of this position

PERSON SPECIFICATION

Essential Skills & Experience:

- • Educated to A 'Level or above
- • Minimum of one year of administrative experience
- • Excellent working knowledge including MS Office (Word, Excel, Outlook)
- • Excellent interpersonal, oral and written communication skills
- • Ability to work independently and as part of a small office team
- • Ability to establish good working relations at all levels of the Institution – with students, teachers, senior

management, Board of Trustees, Inner Circle membership group etc.

- • A pleasant manner with visitors
- • Good organisation skills, ability to multi-task, prioritise effectively and work to tight deadlines
- • Understanding of equal opportunities

Desirable Skills & Experience:

- • Specific experience of working in a school, higher education or the arts
- • Passionate about the arts, especially dance
- • Valid First Aid qualification
- • Minute writing skills
- • Experience with CRM databases, particularly Raiser's Edge or eTapestry
- • Experience with EventBrite
- • Experience with Adobe Creative Cloud, e.g. Photoshop and InDesign
- • Experience with MailChimp or similar email marketing programme

The above serves as a guide and is not exhaustive; all professional staff are expected to undertake other duties and projects as may be reasonably required by the Principal in accordance with the grade of the post. You will be working as part of a small, friendly, administrative team and may be asked to provide extra support within the office during busy periods, working together in a mutually supportive way towards shared priorities.

Rights to work in the United Kingdom

Applicants for this role must be eligible to work legally in the United Kingdom. The successful applicant will be asked to evidence of their right to work in the UK before being formally offered the role. If you do not have the right to work in the UK we will not be able to consider you for this role. If you are uncertain about your eligibility to work in the UK, you are encouraged to contact the UK Borders agency. <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

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DBS checks

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions

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iii. Personal PDP

Individual Development Plan - Manager

Long Term Goals				
Senior manager				
Short Term Goals				
Improve communication, team management, time management and management accounting skills.				
Goal	Objective	Resources Required	Measurement	Target date
Improve communication skills.	Manage expectations and communicate value for the billing system project.	N/A	Stakeholder feedback for the billing system project.	end of Q4
Build coaching skills.	Coach high performing team members to help them to move to the next level in their career.	N/A	Feedback from direct reports, improvements in performance, promotions of direct reports.	end of Q4
Improve time management skills.	Change the format of weekly team meeting to save time without decreasing the value of the meeting.	N/A	Average time consumed by meeting, participant feedback.	Q4
Learn to measure processes to drive improvement.	Measure order-to-bill process throughput and correlate to other variables such as data quality metrics to improve process.	Data from sales and billing system, cooperation from sales and operations teams.	Improvement in average throughput of process.	Q4

iv. Interview question

O: Good afternoon, Sajeda. Today I will be your interviewer. I hope you haven't faced any problems to get here.

S: Good afternoon, Olena. Nice to meet you. Thank you for having me here and no it was not far and I came here without any trouble.

O: Happy to hear that. Ok, let's start our interview.

O: Let's start by telling me about yourself.

S: My name is Sajeda and I'm from Bangladesh. It's been 12 years since I've moved into the UK.

In Bangladesh I worked in a bank. I'm a person who loves to work in mixed cultures. I love traveling and gardening. I have a plot where I grow seasonal vegetables and I distribute those vegetable for those people who can't afford to buy food.

O: Thank you, and it's great to hear that you are involved in some social work. Ok, so tell me why you want to do this job and what brought you to this role?

S: When I studied the job description in detail, I strongly felt that I have the required skills, qualification and experience to match the role. In my previous role, I was praised for this type of work. I have extensive experience of organizing all types of office work. I set myself to very high standards, and have strong communication skills. My computer skills are also at a very high standard and all administrative software packages such as Excel, Word and Powerpoint. I strongly believe that you will be impressed with my work and I will not let you down if I'm successful for today's interview.

O: Brilliant! Now can you give me an example when you dealt with a difficult situation?

S: Thank you for asking me this question. Recently, we received a complaint from parents about an email that was sent from the office where the information was incorrect and the date was incorrect as well for a certain activity for the children. At first, I took control of the situation immediately and I sent an email to the parents where I apologised and explained what happened straight away. I also corrected the details about the incorrect email.

O: That's great! Now can you just describe the situation when you had to plan and organise multiple tasks?

S: In my previous job, I had a situation one day when the headteacher required multiple tasks to be completed within a very short time frame. There was a situation when one of the staff was off sick, so somebody needed to step up and get the work done super fast. The tasks involved: organising an important meeting with the council, calling a class assembly that afternoon, informing all the teachers about the assembly and catering the school as that food wasn't sufficient for that day. So I said about creating a plan for each task based on the priority and importance.

O: Ok, so what are your key strengths?

S: I believe that I have a number of key strengths and qualities that would be highly useful for this job. As I already mentioned, I am highly organised and can plan tasks effectively in order to make sure they are successful.

O: What are your weaknesses?

S: I feel that my weaknesses are that I sometimes take on too much work because I can't say no to anyone. In that case, it can be bad for my other tasks. Now I'm learning to complete tasks thoroughly first before agreeing to any additional tasks.

v. LinkedIn profile

06/05/2022, 12:54

(19) Sajeda Akter | LinkedIn



Home



My Network



Jobs



Sajeda Akter · 1st

Teaching Assistant at LEO Academy Trust



LEO Academy Trust



KLC School of Design

United Kingdom · [Contact info](#)

[43 connections](#)



3 mutual connections: SHAFI UDDIN, Faraz Ahmed, and 1 other

[Message](#)

[More](#)

Activity

45 followers

✓ Following

Sajeda hasn't posted lately

Sajeda's recent posts and comments will be displayed here.

[Show all activity →](#)

Experience



LEO Academy Trust

1 yr 9 mos

Cheam



Teaching Assistant

Contract

Sep 2020 - Present · 1 yr 9 mos