



DEVELOPING RELATIONSHIP AND WORKPLACE ACHIEVEMENTS BMSW5102

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Agenda

Company Introduction

Behaviour of a Human Resources Officer

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Company Introduction

288GROUP/Westminster Coin Collection is a company founded in 1945 that focuses on the sale of collectable coins and stamps and CPM gold and silver coins.

The company specialties are:

- Direct Marketing, Telemarketing
- Online Marketing, Ecommerce
- Product Development
- Fulfilment, Sales
- Customer Service
- Collectibles, Commemoratives
- Sales



Behaviour of an Human Resources Officer

HR Officers deal with all aspects within a business that involve employees. So they have to possess the ability to:

- giving each employee advice about their future careers
- employing new people based on their skills
- making the communication between employees and management as accessible as possible
- manage and lead training and workshops
- communicating with the employees about sensitive subjects such as salary, pension and benefits
- arrange support services like welfare and counselling
- sensitive, compassionate and understanding

Skills required for an HRO

An HRO must be diplomatic when it comes to understanding and implementing company policies.

They have to interact with everyone from the highest executives to the newest employees.

Therefore the most important skills that an HRO must possess are:

- interpersonal communications must be exceptional
- to manage stressful situations with calm
- attention to details
- skills in administration
- the ability to work well with others

Knowledge

A good HR Officer has to have the knowledge of:

- understanding of the employment law
- how to create an organisational culture
- how to solve conflicts between people inside the company
- how to carry out disciplinary actions
- how to ensure that the satisfaction levels in the organisation are at high levels



The way to get started is to quit talking and begin doing.

Walt Disney



SWOT ANALISYS

STRENGTHS

- making other people feel like part of a team
- high qualifications in HR department
- experience in development
- fast learner
- have the ability to ask key questions

WEAKNESSES

- tend to do things quickly
- get nervous when speaking in public
- getting stressed when having to much tasks

OPPORTUNITIES

- the HRO of the company goes in maternity/paternity leave
- an upcoming training in the HR department
- a market that is always in expansion

THREATS

- fierce competition
- the rapid growth of technology
- litigious employees
- more strict employment laws

Benefits of Training and Development

Training in Human Resources is important because an HRO has to have the ability to:

- ensure that the employees possess the skills and knowledge to do their jobs as efficient as possible
- keep the people inside the company up-to-date with the changes in the industry
- assess the training needs through various methods: interviews, reviewing performance data, surveys to understand the type of training required
- provide feedback and reinforcement
- follow up after completion to ensure that the expectations of the training is met.

The training on a regular basis benefits both the company and each employee to improve their skills and the overall performance.

Conclusions

An HRO has an important role in ensuring the best fit between employees and their job roles while assessing the manpower surplus or shortage by analysing the needs and development of people skills and aptitudes.

The HR department has also to ensure a safe and proper environment among other attributions .



References

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APENDIX C

PERSONAL SKILLS AUDIT

Appendix C

Personal Skills Audit

Name	Mihaela-Paula Mocioi
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 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			
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Consider the ideas of others to help solve problems	X			
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Supervisory Management

How much experience have you had in your role?	< 1 month —	1-3 months	> 3 months X
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How many people have you managed at any one time?	None —	1-5	Above 5 X
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I declare that the information given in this form is true

Signed	Mihaela-Paula Mocioi
Date	19/11/2023



Thank you

Mihaela-Paula
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