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Employability and Career Development – LCLM4005

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Task 1: Comparing Job Adverts (Skills)

Skills	Job advert 1: Bank Administrator (LycaHealth)	Job advert 2: Business Support Officer (Tower Hamlets)	Job advert 3: HR Assistant (NHS)	Job advert 4: Centre Administrator (LSE)
1:	Clear communication with patients, clinicians and external partners	Professional communication with residents and service users	Communicating with applicants, staff and HR teams	Supporting students and staff during assessments
2:	Organising clinics, appointments and booking systems	Prioritising tasks, managing workload and meeting deadlines	Managing recruitment paperwork and employee files	Coordinating timetables, assessments and events
3:	Accurate medical record keeping and system updates	Updating and maintaining accurate council records	Ensuring accuracy when entering HR data	Maintaining academic databases accurately

Task 1: Comparing Job Adverts (Knowledge)

Knowledge	Job advert 1: Bank Administrator (LycaHealth)	Job advert 2: Business Support Officer (Tower Hamlets)	Job advert 3: HR Assistant (NHS)	Job advert 4: Centre Administrator (LSE)
1:	Healthcare procedures, medical terminology and confidentiality requirements.	Council processes, local authority admin procedures	Recruitment processes, HR procedures, employee lifecycle	University procedures, academic regulations
2:	Booking systems, patient pathways and records	Office software, CRM systems and record management	HR systems, Microsoft Office and HR databases	Student records systems, scheduling tools
3:	Customer care in a clinical setting	Public service standards and community needs	Data protection, GDPR and confidentiality	Student support expectations and academic service standards

Task 2: Self-Assessment

Strengths	Weaknesses
- A clear understanding of my career goals and what skills or qualifications are needed to achieve them. - Strong verbal and written communication skills for professional interactions. - Ability to reflect on progress and Identify areas for improvement, supporting continuous development (Kolb, 1984). - Reliable and organised, able to manage workload and meet deadlines. - Motivated and open to learning new skills relevant to future job roles.	- Limited practical experience in the specific job roles I want to pursue. - Confidence can drop in unfamiliar situations especially when leading or making independent decisions. - Time management becomes more difficult under pressure or when handling multiple tasks. - Lack of a wide professional network which limits access to support and opportunities.
Opportunities	Threats
- Gaining experience through volunteering, work placements or part time roles to strengthen my CV and build confidence. - Access to training courses and CPD opportunities to improve general and job specific skills. - Industry offers room for growth with multiple career paths available as experience builds. - Networking opportunities through university, career events and online platforms like LinkedIn. - Constructive feedback from tutors and peers to support ongoing improvement and professional readiness.	- High competition for entry level roles requiring me to stand out through skills and experience. - Industry changes may require additional training or adaption to new expectations. - Personal challenges such as stress or workload could affect my progress if not managed effectively. - Limited Job opportunities in my area may require travel or a wider job search. - Economic or organisational factors like recruitment freezes or funding cuts could impact job availability.

Completing this SWOT analysis has helped me understand myself better. It has shown me that I have strong organisational and IT skills but need to build more confidence when speaking and gain HR related experience. Self-awareness and reflection are key to personal growth because they help me plan, set goals and take responsibility for my own learning (Goleman, 1998). By focusing on communication and gaining more experience, I will become more confident and better prepared for future job opportunities in HR and administration.

Task 2: Evidence of readiness

I am ready for employability and personal advancement because my academic study, work experience, extracurricular learning and feedback all demonstrate the skills and qualities needed for HR and administration. Through the CerTHE Business Skills for the Workplace I have strengthened my knowledge and employability tools and developed strong organisational and IT skills while earlier qualifications in Information, Advice and Guidance gave me a foundation in communication, record keeping and professional enquiry handling.

My role as an Administrative Officer at Tower Hamlets Council required me to manage records, schedule appointments and respond to public enquiries which improved my organisation and prioritisation under pressure. Working as a Customer Service Advisor at Boots taught me how to communicate clearly with diverse clients and resolve issues professionally while my time at Kudos Research enhanced my confidence in international communication and data collection.

Alongside this, I am completing a LinkedIn learning course to build further professional skills and demonstrate commitment to continuous development (Dweck, 2006). This reflects the CareerEDGE model developed by Dacre Pool and Sewell (2007), which emphasises experience, reflection and growth as key to graduate employability. Feedback from tutors and peers has validated my strength while also pointing out areas for improvement.

Task 3 – Personal Development Plan and Goals

Objective	Time	Activities	Success Criteria	Resources
Improve confidence and communication	Short Term 3-6 Months	- Take part in class discussions - Practice presentations - Ask for feedback	- Speak confidently in class - Positive tutor feedback	- Tutor support - Class activities
Gain work experience	Mid Term 6 Months - 2 Years	- Apply for part time/volunteer roles - Update CV and LinkedIn - Attend interviews	- Get admin/HR experience - Receive employer reference	- Careers service - Job websites
Complete BA degree	Long Term 2-5 Years	- Attend lectures - Submit all assignments - Reflect weekly	- Achieve good grades - Graduate successfully	- Tutors - Study resource
Progress to Masters (HR or Accounting)	Long Term 2-5 Years	- Research postgraduate courses - Apply for funding - Choose specialism	- Masters offer received - Clear career direction	- University Advice - Funding info
Secure professional full-time role	Long Term 2-5 Years	- Apply for graduate jobs - Prepare for interviews - Network professionally	- Full time employment - Career growth achieved	- Careers team - LinkedIn network

My objectives are structured using the SMART framework (Doran, 1981), ensuring that each goal is Specific, Measurable, Achievable, Relevant and Time bound. For example improving confidence through class discussions is a short term measurable activity with clear success milestones.

Overall completing this SWOT analysis and PDP has supported my readiness for future roles. As Yorke (2006) explains employability is not just about securing a job but about developing the skills, knowledge and qualities that make graduates adaptable and resilient in a changing labour market. By combining academic study, practical experience and continuous reflection I am building the foundation for long term success in HR and administration.

References

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