

Managing People

(LCBB5004)

ASSESSMENT 1

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Introduction

Job field helps to categories jobs using many different information, therefore most of the companies nowadays hire a professional human resource (HR) which has increased its popularity in recent years. This helps to develop jobs to search for people of every location and all age groups. The recruitment of HR professionals benefits both companies and employees as it maintains employee relations, helps with overseas recruitment and it benefits the company administration sector.

Employees have different interests and depending on their interests there are many available positions where they could start their career in the HR sector such as search for the right candidate for the jobs or ensuring the high level recruitment by developing employee engagement. Also they could develop their career in the HR sector by ensuring current employees of the company rights are followed. There are certain characteristics which will help a HR employee to be successful in this career such as being organised as they would have to manage potentials available position in the company and organise their daily schedules, be prepared to work in a fast growing field, be communicative and enjoying to work with various people, be strategic and recruiting the best for the company, being the key in the business process. All the characteristics mentioned above will help this person to be successful in a career like HR and achieve job satisfaction and high financial rewards.

Meaning of being an HR professional according to CIPD

Chartered Institute of Personnel and Development is a UK based professional association for human resource qualifications and it established standards for training and human resource management which are applied in public and private sector but also in charities. CIPD is a career partners in the professional business world which creates a professional standards to evaluate human resource and ensure better working environment is created. The CIPD professional map was launched in 2013 to guide career planning, work and development. HR professionals career opens many opportunities and is a very successful career which is stated in the CIPD professional map. In the HR position the employee should always have in mind the firm mission

and vision in all the situations in order to ensure they act in the favour to the company. They need to ensure they suggest new ideas align with the organization practices and policy. A HR position would require to work in teams with colleagues and other employees in order to deliver good practices and policies which sometimes could require to do it remotely depending if the company is global.

As a HR professional, the person should always support the development of the programs or plans which are proposed by the organization. But importantly they need to suggest inputs in projects such as the hiring process to take actions whenever it is needed. The HR profession creates and examines data to measure the program of talent management and provides relevant information and feedback to areas of recognition process and rewards of the company. (CIPD the Professional Body for Human Resources and People Development, 2020)

A person working in the HR department would be required to provide value to the company by providing accurate information and advice in order to help the operational team, ensure there is high contribution in the team and help the team to develop and improve when they need to. Therefore they need to create a smooth working environment.

HR professionals examine the human resource management process the company has. The HR professional records and keeps track of the improvements of the employees and it helps with the budget development plan for the firm as it provides financial data to other workers in order to help with the building of the company's financial statement. Collections of data in order to measure the effectiveness of the company priorities, suggesting various ways of completing tasks for cost effectiveness and also considered as an HR professional. The HR professional role requires some knowledge in order to be able to differentiate between how people interact with the team, how they perform their work, understanding persons skills, working in a team and collecting financial information. When a HR professional evaluates the employees often they impact on the business decision making and it helps them to form decisions more effectively. If the HR profession takes its roles seriously they can improve the company current HR views by

offering their advice from their point of view which is likely to impact positively on the team. The HR professionals will build up a high performance team and support it in every situation. This would help to achieve company goals as the team will be satisfied and working towards company high achievements. (FROST, S. and KALMAN, D. 2016)

Objectives in resourcing activities

Resource activities help the company to understand future staff needs and to work out in order to ensure those needs are met. Every different company has its own objectives in resource activities. Those resources activities include planning, recruitment and the selective process. A large company like Amazon always plays a high attention on this process and as part of the process I have first hand experience about Amazon. Below I will explain the planning, recruitment and selection process of Amazon in order to get a better understanding of the company objectives.

The planning process of Tesco

Through this process, Amazon works for making the resources activities and they are mentioned to Amazon's Organization chart. This includes creation of specific job descriptions for a particular post in relation to the job description, creating benefits for the hired employee such as bonus and discounts, development of budgets and compensation levels.

Amazon establishes the chart of which company is hiring potential employees and the hierarchy of needs. This helps Amazon to plan in an efficient way the specific job description by including job title, list of experience and skills needed and responsibilities in the role. HR professionals set any additional requirements for the role which will benefit the company to increase their sales and revenue in the future.

As a HR professional, I have the main role and responsibility to ensure I recruit the right person for the company and keep them in the firm by using different methods. I form an organizational planning system structure according to the job description of the post by reviewing standards in the industry where Amazon belongs to and help Amazon to bring the right person for the company. Amazon always pays attention to

managing employees, promotes the value and mission of the company, provides feedback and forms a termination process in the system.

Amazon always develops ethical and moral programs for its employees which are in line with the government regulations.

Amazon's planning system also includes budgeting techniques which should take into account the company incomes and expenses in order to help the HR department to ensure they spend proportionally.

The planning activities of Amazon include drafting goals of where the company should be in the coming years and creating an organizational chart in order to help HR professionals to reach those goals. Therefore once the job description is drafted, a detailed plan on the compensation process is formed as per the company visions and mission in order to attract the best employees in Amazon. In order to avoid expensive contractors and ensure staffing level Amazon provides policies, vacation and clearer harassment policies in order to ensure all safety issues are met for all staff, which is done through the HR professional.

Recruitment process of Amazon

Amazon is a global international company, therefore their recruitment process is different in every country as different geographical areas and potential employees have different needs and wants. The first recruitment process which is also implemented in the UK by Amazon is outsourcing. This is when Amazon hires a third party company which is capable of hiring the exact person as decided by the job description.

(Crelate Team, 2019) The third party helps Amazon with the latest technology and highly experienced recruitment team in order to ensure the best employee is recruited. This includes assessing, sourcing, hiring and expertise reviewing of the candidates. In a short period of time this is a positive for the company as it reduces advertising costs, less time consumed, ensures team insights, maintains talent record and it helps to establish the best candidate.

A contractual recruitment model is also seen in the recruitment process of Amazon. This benefits both employees and employers of Amazon. Contractual recruitment helps the organization to recruit fresh graduates which benefits the employees as it allows them to be part of one of the biggest companies and gain experience. Therefore Amazon offers a temporary jobs position for a specific period of time before giving them a

full time permanent contract. This helps the company to judge if the employee is suitable for the jobs without entering long term contracts with them. This helps with financial saving. Which also helps for job benefits in future. But this also benefits the employees as it helps them to learn new skills and develop their jobs.

Amazon also uses another recruitment process which is called Hire-Train-Deploy. This includes hiring IT experts for Amazon who are needed for different projects. Here if the help of a third party this helps Amazon to shortlist candidates and highlights them according to the job description. Amazon follows this method for high cost projects and when high quality results are needed in order to spend minimum resources. Lastly Amazon implies a new recruitment process called the Reverse Partnership model where potential candidates connect with the company through different social media such as LinkedIn. Amazon sees the interested business areas of the candidates and if they match with Amazon needs then a meeting has been arranged. This method is time consuming and an expensive hiring process but it ensures only the right candidates are chosen which share the same needs and wants as the company.

The selection process of Amazon

The selection process is very important for Amazon therefore the selection of the hard working candidates and most effective is the most important process as the final employees which will uphold the value of the company will work towards Amazon goals. Amazon follows more than one selection process in order to choose the best employees for different job descriptions and this is done by the HR professionals in Amazon.

The first step is the preliminary interview where initial screening is performed by the HR professionals and the candidates which do not meet the requirements are canceled out. At this step all the unqualified and not satisfied candidates are removed which helps the HR manager to focus on the real needed applications without wasting time on the unrelated candidates.

Secondly the basic information of the candidates is being checked like their previous job experience, skills, qualifications and the chosen people are asked for a selection test by Amazon. Tests like intelligence and

proficiency tests take place. Intelligence tests assess the candidates mental ability and their ability to take quick actions in difficulties moments.

After which the candidate which has passed the test mentioned above are called for faced or telephone interview where the candidates sit face to face with one of the HR professionals and are being asked different questions relation to the job which checks their responses towards the job responsibilities. This interview are very important for Amazon as they get to know the candidates more and assess their enthusiasm towards the job.

Finally the selective candidates are being checked in terms of their references and ensure the criteria is met for them to be Amazon employees. Amazon makes a decision for which employee to choose if the view benefits the company in future.

Conclusion

In order for employees to be part of the human resource management process they always have to ensure they maintain the vision and value of the company. Therefore as an employee of Amazon , forming a standard in recruiting , planning and selecting the right candidate for the company it is always possible if the CIPD profession map is followed. Amazon follows those guidelines to maintain international standards in every step towards the recruitment process by which they create a strong public image. This ensures their work is efficient and company profits are increased as when choosing the right candidate this impact positively on their revenue.(Meredith Wholley,2019)

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