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Report

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Good Human Resource Management is essential for a business of all sizes. The role of the human resource professional is constantly changing and becoming more involved in the organisation. The modern human resources professionals are responsible for many more tasks within as such as hiring, training, performance management, team building, rewards and loyalty programs, compensation, pension and other. (BBC, 2020)



We can summarise five traits that HR professionals are identified with:

1. Commitment to both organisation and employee

The role of HR professionals is to serve the interests of both management and employees even though they are employed by the company. They need to make sure that the company follows the employment rules as far as the human resources are concerned, and the employees do-follow the right working pattern. To be able to do that the Human Resource professionals are acting as a mediator and much more.

2. Superior organizational skills

As we mentioned how important the role of Human Resource Management is that reflects on the work performed. Other departments can easily get away with making a mistake but not the people working in Human Resource. The most valuable resource for the company is the people or working force and HR are responsible for managing this source. From recruitment, pay, pension, rewards, training are all areas where simply you cannot make an error. And if the HR professional

And the HR professional that does make mistakes will soon lose trust—that vital element that a company and its employees must have in its HR team.

3. The ability to multitask

The people working in HR are always busy in the office dealing with many

different tasks. They are constantly engaged and involved with more than one project at the time.

4.Impartiality

To be able to act as Human Resource professional you need to be able to be discreet, balance and be fair. And again, they need to serve the company that pays the salary and support the employees when they need help. And if needed push back against the company. The HR team are being shared information that they must ensure always remain confidential.

5.Continuous improvement

The role of HR professionals is very dynamic and if they stand still, they are going backwards. To be successful in HR, there must be a commitment to continually strive for improvement and self-development.



Strategic human resource management is an informative process which is always developing and being studied and talked about by academics and commentators. As mentioned by (Wright & McMahan, 1992) SHRM refers to the pattern of planned human resource activities intended to enable an organization to achieve

its goals. Human resource strategy is the result of a set of decisions a company makes about the humans with whom it does business. Human Resource Management is also a vital and absolute approach in controlling people and the workplace proficiency and environment.

“I have an operations dimension to my own role. Nobody working in HR can just ‘voyage’ – you have to make an effort to win confidence. If you can unlock the operations imperative, and ‘do’ HR actively, you can create a story and then use it for conversations.” (Killen, 2012)

They play an important role in the success of the organisation’s through effective management and support of the human resource. Managing human resources or people working for the company is crucial for the success and growth of the business. People determine the vision and goals of the organisation, they run the business in a way that the goals are met, and they are the competitive advantage that organisation can use for the success and expansion. As we explain the role of Human Resource Management, or HRM, managing people to achieve better performance. We can give an example when an organisation is hiring people it is important that they fit into the vision of the company, the workplace makes them happy and they stay longer working there. This is where HRM helps to avoid the hiring of the people that will not fit into the company culture. Another example is the level of engagement. Engaged employees are more productive and they deliver higher quality work to make the customer happier. This is where HRM helps the employees to stay engaged and company productivity.

When we talk Human Resource Management there are number of seven elements that are important for the success of the HRM policies:

1. Recruitment and Selection

Recruiting candidates and selecting the best ones to come and work for the company is the key responsibilities of HR. The recruitment process determines the selection of the people that will represent the future of the business or organisation.

2. Performance Management

Once the employees are on board successfully selected through the recruitment the process becomes important to help them perform better in their jobs. Successful Performance Management is generally shared responsibility between HR and company management (Ferguson, 2020)

3. Learning and Development

Applying the Performance Management successfully we can identify if employees need help in certain areas if they are struggling to perform. Learning and development lead by HR can play a crucial role in achieving long term company goals. A very well know the framework that connects the performance management with Learning and Development activities are the 9 -Box Grid.

4.Succession Planning

Succession Planning is the process of planning contingencies in case of key employees decide to leave the organisation and we need to find a replacement. Once HR establish a successful performance management policy it can easily create pathway for finding the right candidate for the vacant job role.

5.Compensation and Benefits

Another important role of HR is establishing a fair compensation strategy which is the key for motivating and retaining staff. With money or other non-monetary rewards.

6.Human Resources Information Systems

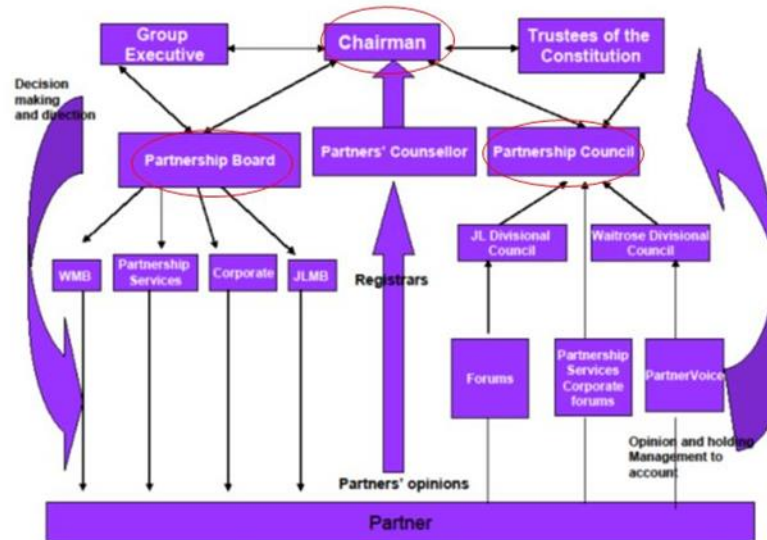
The importance of Human Resources Information Systems is allowing HR to keep track of the rest of the policies mentioned above. There is a significant digital element working in HR and where HRIS is the final element of the system.(Gardner,Lepak,Bartol,2003)

7.Human Resource Data and Analytics

The Human Resource Information Systems are the data entering system that can help with making better and more informed decisions. There are tools that we can use to keep track of the crucial data through HR Metrics or HR KPIs. Using HR analytics, HR can also make predictions for the future.

In my report, I will be analysing John Lewis Partnership as an organisation that is well established and has a very innovative structure.

John Lewis Partnership governance



.....this gives us a distinct organisational character!



(John Lewis ,2020)

From the example above we can clearly conclude that John Lewis Partners has a unique approach towards its employees. Everyone working within the company is a partner or part of it. They are all owners of John Lewis. This is why they all go above and beyond to offer quality products and outstanding services to the customers overall.

An expanding company like John Lewis focuses on creating a strategic path in Human Resource Management. They can be an example of providing good training to its staff and allowing the people working within the company to make and take decisions. Any feedback that comes from the employees is carefully sorted and considered by the management team to support any ideas. John Lewis Partnership always goes to an extra mile for its customers by providing ongoing training and supports to its staff. So, they have good knowledge of the products

and are able to offer great customer service. As we already established that the Human Resource Management is essential for the development of the employees but the entire business too. When a business is growing the demand for labour force increases too. The Human Resource Management can help with finding the right candidates and establishing a structure where the exciting one is monitor. So, the overall customer satisfaction remains the same. Human resource plays an important role in the success of the organisation(Financial Times,2019) John Lewis, the partnership is a well-known company withing the UK market that is focussing on growth but maintaining authenticity and reputation. When we look closely into the company aims, mission and vision any even minor performance issues are dealt very quick to avoid any further potential problems. John Lewis has a psychological contract with all its employees. This type of contract is a powerful determination of the behaviour in the organisation. John Lewis is a company with ninety two years of history that is constantly growing and profitable due to its dedicated staff. The is very well known to have qualities as such as integrity, honesty, the proposition of new ideas and great customer service offered by its employees that are treated as partners in the company. As we mentioned above about the Human Resource Management is involved with the motivation strategy, employee retention, recruitment and engagement and employee deployment. The success of the John Lewis Partnership is the effective communication that is established between all departments. And with the help of human resource management can control or act as a bridge between the management and employees or the other way around. The management team play an important role in the growth and success of the company. They are required to have a certain set of skills for leading, organising, planning establishing standards. The role of HRM is crucial for selecting the management team that will manage to help the expansion of the partnership. They are responsible for the following Recruitment and selection; Learning and talent development; Human resource planning; Provision of equal opportunities; Managing diversity; Employee counselling; Talent management; Health and Safety; Redundancy and more. An important part is the motivation of the employees. There are several motivation theories. These include Maslow hierarchy of needs or Herzberg two factor theory of motivation which have undergone immense changes through to the present day. The satisfaction of only Hygienic need is not enough to motivate the workers in the modern-day. The form this satisfaction takes different levels from base aspects such as survival factors of self -actualisation achievement. (Maslow,1987). A good example is the Constitution of Jon Lewis which states the happiness of its members is the key to the success of the business (John Lewis Partnership,2020). If we investigate the Maslow pyramid, we are going to identify the support John Lewis provides to managers and employees reduces the differences in their social gap. The people working for John Lewis are given are a sense of achievement. And if we investigate Halzeberz theory we can identify that John Lewis is offering more not just a salary to empower their staff.

Conclusion

Human Resource Management activities are helping the organisation to achieve its strategic objectives. They will focus on ensuring that the overall HR policies and procedures are implemented across the organisation. We have identified that HRM is a dynamic industry that constantly evolves. Everyone working within the Human Resource management requires are a spectrum of skills that can meet the company requirements. It is an industry where you need to be prepared to balance between the company you work for and the protect the employees. As many managers nowadays (Deloitte,2003) understand the importance of the people force.The role of Human Resource Management is vital for the growth and success of the organisation.

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