



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Training and Development needs for an HR officer

Programme: BA (Hons) Leadership and Management Skills for the Workplace

Module name: Developing Relationships and Workplace achievement

Module code: BMSW5102- A1

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Lecturer Name: Ejiro Eshwode

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

St. Anthony Residential Care Home

- Caring for people since 1994 (Avens,2022)
- Become one of best-known care home for adults with learning disabilities
- City & Guilds Accredited Training Centre
- Provide accommodation for 29 residents
- Got 50 dedicated employees
- Staff turnover average 4 years

HR Knowledge

- Law in employment
- Fair recruitment practices (James, 2021)
- The Care Act 2014
- Data Protection Act 1974
- Health and Safety Act 1974
- Create and Implement P&P



HR Skills

- People-orientated
- Great communication
- Promote equality and diversity (Storiicare,2020)
- Work under pressure
- Problem solving



HR Behaviour

- Non-judgemental attitude (Timms,2021)
- Non-discriminatory
- Confidential
- Professional language
- Positive attitude
- Diplomatic



SWOT Analysis

Strengths

- Protect the rights of employees
- Cooperative attitude
- Inclusive
- Trustworthy
- Discrete

Weaknesses

- Lack of experience
- Making mistakes
- Excessive amount of work

Opportunities

- Using new technologies
- Extra trainings
- Support from experienced HR professionals
- Professional development (Momin, 2022)

Threats

- Competitors
- Litigious employees
- Technological development

The potential benefits to the organisation of developing me as an HR officer through effective training and development

- Avoiding staff turnover/Staff retention
- Work effectiveness (Mind Tools, 2022)
- Customers/Employees satisfaction
- Good internal environment

The potential benefits to the individual of developing me as an HR officer through effective training and development

- Motivation
- Better position
- Salary expectation
- Work life balance (Coursera, 2022)
- Prestige

Conclusion

- As a HR Officer I am responsible for managing every aspect of the employment process, including orientation and training new staff members.
- I need to use my strengths to take advantages of all opportunities that HR officer position is offering to me and use my strengths to reduce the impact of the threats.
- The work load is high and involving attention because of GDPR, but give lots of satisfaction.

References

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- James, H. 2021. How to ensure recruitment and selection processes are fair [Online] Available at: <https://harperjames.co.uk/article/fair-recruitment-process> [Accessed at 18 November 2022]
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- Momin, A.2022. HR SWOT Analysis [Online] Available at: <https://pestleanalysis.com/hr-swot-analysis> [Accessed 16 November 2022]
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- Timms, N. Watson, D.(2021) Philosophy in Social New York USA, Work Taylor & Francis Ltd

Appendix C

Name	Gabriela Grad
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			

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
How many people have you managed at any one time?	None	1-5	Above 5	X

I declare that the information given in this form is true	
Signed	Gabriela Grad
Date	18/11/2022