

Developing Relationship in Workplace

BA (HONS) Leadership and Management

Developing Relationships and Workplace Achievements

BMSW_5102

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Eleanor
caring since 1979....

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Eleanor Nursing & Social Care

The healthcare providing company has been in business since 1979

They employ over 1650 Employees across the country

Eleanor Health Cares main office is in London offering a variety of services such as patient transportation

Eleanor mission goal is providing an exceptional quality of care with a team who have a passion for delivering client-focused support.

Eleanor Mission Objective

- Eleanor aims to set the standard in the care sector by delivering exceptional quality care with a team who have a real passion for delivering client-focused care with dignity and respect, which is valued by our clients and admired by all stakeholders (Eleanor, n.d.)



<https://www.eleanorhealthcaregroup.co.uk/wp-content/uploads/2020/08/Mask-Group-30.jpg>

Knowledge Skills needed for: Eleanor Health Care HR Officer



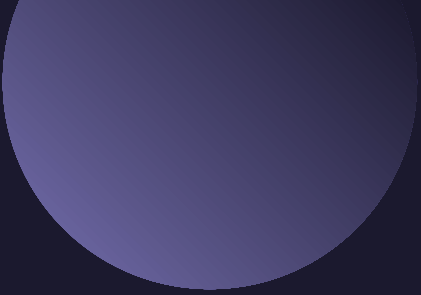
Ability to communicate well with internal and external stakeholders



Understanding the strengths and weaknesses of the organisation



To be very knowledgeable on the organisations mission objective



Knowledge Skills needed for: Eleanor Health Care HR Officer



Ability to understand the companies needs and expectations

Able to hire specific role suitable individuals that perform at the standard set

Deep understanding of the main company objective



● Behaviour needs: Eleanor Health Care HR Officer

Organised

Interpersonal skills

Innovative

Future-orientated



Responsibilities for Eleanor HR Officer



Develop HR planning strategies



Plan training for newly employed staff and employed staff



Analyse training needs for staff



Undertake Salary reviews



Prepare staff handbooks



Ensure the company remain lawful when handling employees



Training and Development needs



UP TO DATE HEALTH
AND SAFETY ACT 1974
AWARENESS



ANNUAL TRAINING



HR SOFTWARE SUCH
AS PAYROLL AND
BENEFIT SCHEMES



CONTRACTS OF
EMPLOYMENT

Benefits of training

Feel more confident in job role

Acquire more knowledge of mission objectives and how they can be achieved

Increased performance

Improves the company's morale and corporate image
(Talentlyft, n.d.)



Benefits of training for Eleanor



- Improves team performance overall for the company
- Increases job satisfaction (Talentlms, 2017)
- Improves companies image
- Higher client satisfaction

Conclusions

- Training and Development improves employee retention
- HR officer role desire specific job related skills
- Eleanor have a clear mission goal
- Good achievement rates

Appendix

Personal Skills Audit

Skills	Summary	Confidence (1-5)	Needs improvement
Ability to communicate well with internal and external stakeholders	Can communicate well with levels of management, as well as perspective clients and employees.	3	Yes, gaining more experience and knowledge would allow me to become more comfortable within my role
Ability to work well in a team	Can effectively complete tasks alongside others with the aim of a mutual goal	4	Yes, improvement could be made by taking a lead on something which involved managing a team.
Exceptional Organisational skills	Ability to manage a variety of tasks, prioritising well.	3	Yes, this could be improved by procrastinating less and managing deadlines better.
IT skills	Good understanding and navigation of different Microsoft Office programs such as Excel, Word, PowerPoint	4	Yes, room for little improvement with learning some of the more technical features that the programs have such as like converting tables to graphs.

References

- Eleanor. (n.d.). *About us: Who we are*. Available at: <https://www.eleanorhealthcaregroup.co.uk/wp-content/uploads/2020/08/Mask-Group-30.jpg> (Accessed 08 December 2021)
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- Talentlyft. (n.d.). *What is training & development*. Available at: <https://www.talentlyft.com/en/resources/what-is-training-and-development> (Accessed 31 November 2021)
- UKEssays. November 2018. Development Needs in Human Resources. [online]. Available at: <https://www.ukessays.com/essays/management/leading-and-managing-the-human-resource-function-management-essay-php?vref=1> (Accessed 18 November 2021)