

Module: Principles of human resource management (LCBB5012)

Module Code:

Assessment Component

Student Name: Mohammad shakil

Student ID Number: 2416380

Assignment Title: Component 1 Practical: Academic Interview for HR Processes

Practice

Date:

INTERVIEW SHEET – Innovation Support Officer

Time target: 10–20 min | Tone: natural, confident, student-level

OPENING (2–3 min)

"Thanks for having me. This whole task comes from the conference point: digitisation and automation — like ATMs, self-service portals and AI — are replacing routine jobs. HR can't just hire people who follow instructions anymore. I created the Innovation Support Officer role for UWTSD Student Union exactly to solve this. My JD lays out practical work, and my Person Specification builds 'innovative mind-sets' as the main requirement, because that's what helps organisations adapt. I'll explain why and how as we go."

Quick reference points:

- Cite: CIPD 2024 — innovation is key to organisational survival
- Covers learning outcome: understand how HRM supports effective organisations

LIKELY QUESTIONS + SHORT ANSWERS

(Speak freely — don't read word-for-word)

Q1: Why make innovation the core of JD & PS?

 "Automation takes over repetitive tasks — so the value people bring shifts to creativity, problem-solving and adapting quickly (Bughin et al., 2019). If I only asked for 'good admin

skills', the Union would fall behind when systems change. I built innovation into every section so it's not optional — it's what you're hired for.

Q2: How does this role help HR and wider business goals?

✅ "HR's job is to link people to what the organisation needs. This officer will:

- Help HR update adverts + interview questions to spot innovative candidates
- Map skill gaps and design training for digital/agile working
- Create a culture where it's safe to test and learn from mistakes

Result: better services, happier students, lower staff turnover and long-term stability — exactly what good HRM does (Truss et al., 2021)."

Q3: How do you measure 'innovative mind-set in candidates?

✅ "You can't just ask 'are you innovative? everyone says yes. I use:

- Behavioural questions: 'Tell me about a time you improved something or tried something that failed — what changed afterwards?
- Situational tasks: 'Look at this current form / process — suggest one realistic improvement and explain risks/benefits'
- Selection criteria split Essential/Desirable so it's fair and evidence-based, like professional HR practice.

Q4: Institutional & environmental factors — what do they mean for HR?

✅ "Two sides:

- Internal: Budget, risk appetite, existing culture. If managers hate change, we start with small pilots and quick wins.
- External: GDPR / data privacy, Equality Act 2010, accessibility rules, and sustainability targets. Less paper, less travel, remote-first options all cut carbon footprint.

Also: across different campuses or countries, students have different preferences — so one-size-fits-all tech won't work. HR must build flexible policies and train staff to work across cultures."

Q5: Innovation strategy in different countries / contexts?

✅ "Keep the mind set the same: research → trial → feedback → adjust. Change the details. Example: online chat works well in one region, but students in another still prefer face-to-face drop-ins. HR supports this with cross-cultural training and clear, adaptable job roles instead of rigid rules.

🔄 CLOSING (1–2 min)

“Basically: good HRM isn’t just rules and paperwork. This role connects new tech, our people and environmental goals together. It makes sure UWTSD Student Union keeps delivering great student support — no matter how jobs and technology change in future.”

QUICK REFERENCE LIST (drop in when talking)

- CIPD (2024) — Innovation in the Workplace: HR’s Role
- Bughin et al. (2019) — automation reduces routine work; human value = creativity & adaptability
- Truss et al. (2021) — strategic HRM align people with organisational aims

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