

TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER

Developing Relationships and Workplace
Achievements BMSW5102

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University of Wales
Trinity Saint David

INTRODUCTION TO LIDL UK



First Lidle opens door in 1994 (29 Years ago)

Now with 960 Stores and 14 regional Distribution Centres across GB.

Employing over 31,000 people.

Lidle UK screening 1,400 CV's each month.

One store open every week on average.

(Lidl UK, 2023)



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ROLE OF THE HR IN THE COMPANY

Managing the human capital of an organization.

HR role involves recruiting, hiring, and onboarding employees.

Employee benefits, payroll, and performance evaluations.

Relations, compliance with labour laws and company policies.

HR fostering a positive work environment.

Often serve as a bridge between management and employees.

Aligning company's goals with the needs of its workforce.



KNOWLEDGE REQUIRED TO BE HRO IN RETAIL



Employment Law and Regulations



Recruitment and Talent Acquisition



Employee Relations



Benefits Administration



Training and Development

(Hargreaves, 2004)



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SKILLS REQUIRED TO BE HRO IN RETAIL



Strong verbal and written communication skills are crucial.



Ability to manage multiple tasks, prioritize responsibilities, meet deadlines.



Complex issues related to employee relations, benefits, and legal compliance.



Building and maintaining relationships, employees, management, stakeholders.



Paying attention to detail is crucial in managing employee records and benefits.

BEHAVIOUR REQUIRED TO BE HRO IN RETAIL

- **Constantly anticipating** and addressing potential failures, encouraging a proactive approach to risk management.
- **Resisting oversimplification of complex issues** and acknowledging the multifaceted nature of challenges within the organization.
- **Encouraging** an acute awareness of the organization's daily operations, quick identification and resolution of issues as they arise.
- **Cultivating a culture of adaptability** and agility, ability to bounce back from setbacks.
- **Promoting a culture that values the input** and expertise of all team members.

(Written by The Access Group, 2023)

STRENGTHS

Expertise in HR Practices
Organizational Knowledge
Recruitment and Selection Skills
Employee Relations
Training and Development

WEAKNESSES

Limited Resources
Technological Challenges
Workload Management
Adaptability to Change
Succession Planning

SWOT

OPORTUNITIES

Technology Integration
Diversity and Inclusion Initiatives
Talent Development Programs
Employee Engagement
Strategic Partnerships

THREATS

Legal Compliance
Economic Downturn
Competitive Talent Market
Technological Risks
Negative Employer Branding

BENEFITS OF DEVELOPMENT AS AN HR OFFICER

- **Skill Enhancement and Professional Growth**
- **Increased Job Satisfaction**
- **Talent Retention**
- **Enhanced Employee Engagement**
- **Positive Employer Branding**



BENEFITS OF DEVELOPMENT AS HR OFFICER FOR THE ORGANISATION

Enhanced Skills and Competencies

Increased Productivity

Legal Compliance

Employee Engagement and Retention

Positive Organizational Culture

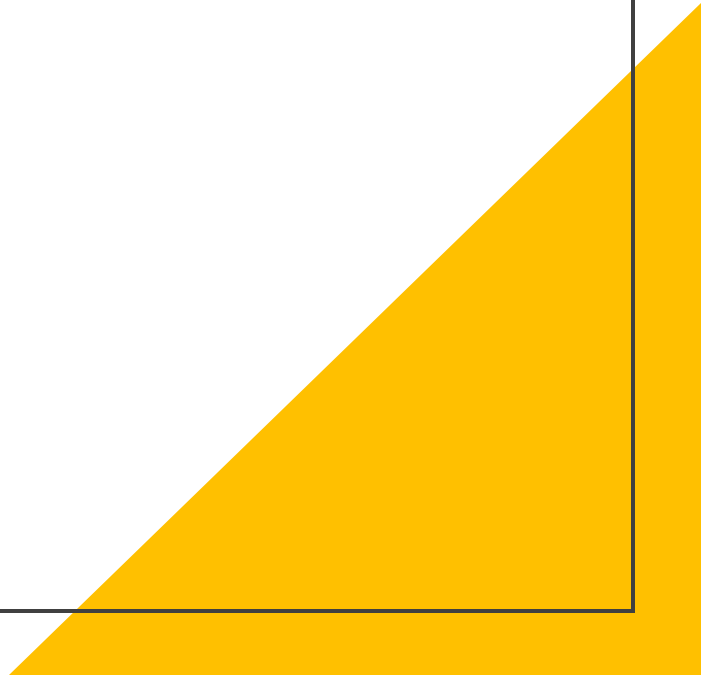
Professional Development and Credibility

(Sadler-Smith, 2006)



Thank you

Any questions?



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Appendix C

Personal Skills Audit

Name Bernad Mrsic
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				
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			
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Consider the ideas of others to help solve problems		X		
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Supervisory Management

	< 1 month	1-3 months	> 3 months
How much experience have you had in your role?	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	<i>B. Mrsic</i>
Date	15/11/2003