

Assignment 1:

The purpose of having a job description for any job roles and vacancies is so that suitable candidates that meet the standard requirements for the description apply or take the position on. It is also to allow the candidates to understand what the recruiter is wanting from the person applying in terms of responsibilities and duties of the position. Recruiters/companies also use this chance to embed their vision into the basic general job description they provide for the position. For example you would not consider hiring someone with the qualifications of a hair dresser to work at a high firm business company. It allows the candidate to apply for the positions that they have acquired either through experience or through certification from a degree of some sort.

A job description is also used to build the form a foundation for the interview process and the questions to ask for the role. Its a form of communication through the recruiter and potential employee. A job description is the basis of a high level summary of the key duties and responsibilities for the position. It also allows you to make informed hiring decisions by developing recruiting strategies that clearly outline to applicants their role and responsibilities. It also outlines the key purpose for the position that has been posted and what it means to the company, it also assess the level of management that the position may be (Secretary, Dental practitioner, Teaching assistant).

A person specification is there to assess the suitable candidates against the job description's further requirements including; qualifications, skills, experience experience, physical, emotional, technical and communication skills and personal attributes. I believe that it also allows the recruiter to understand more in depth what the employee can bring to the company/role and what their level of experience can bring to the team. A job specification is a written statement of the traits and qualifications a person may require in order to perform and undertake the responsibilities of a position. Additionally it has been developed as part of the job analysis process and recruitment process. A person specification describes the type of person who is most likely to be able to do the job satisfactorily in terms of qualifications and even their passion. It includes the person's education and qualifications, any relevant training or volunteer work to suit the role they have applied to. This is used so the recruiter can learn more about the person through the recruitment process and interview process can be easier to handle and process.

The key difference between the two; job description and person specification is that job description is the key outline of the job roles responsibilities, duties and the job's mean to the company. The person specification is what the company/recruiter expects of the person applying for the position and what they can bring to the company in terms of characteristics, education, qualifications, employability history and degree level. Its also a description of the persons attributes that they can bring to the company e.g, NVQ Level 5 in Business, or Bachelors Degree in Business & Economics.

Assignment 3: Competencies;

Time Management

Description: Time management is the process of planning and exercising the control over the amount of time spent on specific activities, especially to increase effectiveness, efficiency or productivity.

The situation that has occurred is that a customer has come in 5 minutes before closing during sale period (boxing day) asking for me to find him a size on an item that is on sale. My shift is about to finish, but I still helped assist the customer in finding the item which involved going to the back of the stockroom to look for it. Unfortunately my shift finished while I was looking for the item. My manager told me to clock out for my shift so therefore I handed the task at hand to my colleague for him to deal with, on the way out I informed the customer on the situation and introduced my colleague to him. The end result in this situation is that I managed to clock out on time, not causing an issue with my manager and also having the customer served with no delay as the store is closing and most of the staff want to leave on time.

Another situation that involves time management is when I was allocated to fit up the shop floor with beauty and cosmetics because there was going to be a floor inspection that same afternoon. I was given the time of 1 hour to fill up 10 shelves up with body care, cosmetics and homeware. I was also given the pictures that HR had sent over to follow the way it has been set up. The action I took in this scenario was to allocate the different tasks in my own way in order for it to be ready for the floor inspection in an hours time. I used all the required equipment, trolleys, baskets and tubs in order to carry the stock to the shop floor. The result in allocating the task in a manner that is against the clock allows you to do it with care and properly. Also being given the pictures at hand assists you and saves time from doing it yourself. The result in this situation was that I managed to do the task within the given time and also it allowed me to become better at meeting deadlines and doing things with my own initiative and not needing any assistance from a colleague or management.

Problem Solving

Description: Coming up with a solution/decision to a complex problem under a timed period, outweighing the pro's and con's of the solution and problem in order to solve the issue without being biased or undermining factors that relate to the subject at hand.

The situation that involved problem solving was when placing an order for a customer at the till point. She was looking through the catalog and also came in with some items already with the codes that she wanted to place at the till. She was with me for almost an hour and a half trying to decide what items she wanted to order as well as asking for my opinion in what items to order and what size she should get. She placed the order and came in the next day to collect it. What occurred now is the items didn't place the orders correctly. Only one item went through and came into store and the rest of the 6 did not. So when trying to explain to the customer this mishap that happened needed management to be aware of the customer's issue. I used my initiative in returning the items on the till, as it has been processed on her card. The result in this situation is gaining knowledge on not to make mistakes again, and ensuring that the customer's needs are met. Also it allows you to learn from your mistake on your previous training on how to process orders on the till.

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Another situation that occurred involving problem solving is when having to deal with a customer that has not received her order yet and she has come into store with a complaint as it had been over 2 weeks since she ordered the items for next day delivery, and wanting to speak to a manager but the manager was on her lunch and not going to be back for another half hour. The task at hand was to ensure the customer's needs were getting met, calming her down and having the situation dealt with as soon as and efficiently so it didn't escalate into something bigger. The action taken was to make sure that the customer didn't leave without being attended to and talking to a manager. The action in this was to say to the customer you are the assistant manager and assist the customer as if you were the manager. This has solved the issue because now the customer has calmed down and wants you to help them in the situation. You have to be as polite as can be while helping and ensure that the customer is happy before leaving the store. The result for this situation was learning to work under pressure when the manager was away and having to explain this situation to the customer. It also allowed me to learn about leadership taking on the manager's position and explaining in a well-addressed manner. It also allows you to learn from this situation and how to handle it in the future even better than having done the first time round.

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Reference:

[1]

Ries, E, 2011, *The Lean Start Up*, Crown Publishing Group, United States

[2]

Rusczyk, R, 1994, *The Art Of Problem Solving Volume 1*, AOPS Press, 2006,

[3]

<https://targetjobs.co.uk/careers-advice/job-descriptions>

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PROFILE

I have been working in the clerk and admin industry for over 20 years. I have gained lots of skills and knowledge over the years. I have a passion for assisting big corporate companies and clients. My goal in life is to work my way up the hierarchy of the business industry.

EXPERIENCE

Receptionist/Assistant, Unique Sales Company Ltd, London

This role consisted of me answering the phone, replying to emails, arranging meetings as well as assisting during them. Take care of clients needs and taking bookings and messages on behalf of my Manager.

Organising events during peak hours, organising the office filling and making tea and coffee for the staff. I learn in this position was time keeping and management skills.

Supervisor Of Hilton Hotel, London

Attending to customer service, running the hotel properly, checking staff in and out, organising rota's, assist in the kitchen, laundry, waiting. Taking care of the reception, taking bookings and dealign with customer complaints and accommodating customers. Working towards a manager position and learning how to assist and problem solve.

EDUCATION

Netley Primary School — 1979-1984

South Camden Secondary School 1984-1989

SKILLS

Communication skills, ICT skills, Microsoft experienced, Mathematic skills, customer service skills, hospitality skills, time management, team player and an efficient worker.

REFERENCE

Available on request.