



Assignment 2

Name: LETICIA REYES DE LEON

Student ID: 2443004

Module Code and Name: LCLM4005 Employability and Career Development

Lecturer: Dr Lizeta Demetriou

Submitted on: 25/04/2025

Task 1

There are different skills needed for an HR assistant position. In a job advertisement from Anglian Learning, the HR Assistant role requires a variety of skills. One key skill identified in this advertisement is **communication skills**. The job specifically requires “strong communication and customer service skills” and the ability to interact effectively with staff.

This shows that HR assistants must be able to communicate clearly with employees and provide support in a professional manner.

In addition, a similar position in Nescot College also requires a set of skills for their HR Assistant role. One key skill highlighted in this advertisement is **attention to detail and administrative skills**. The role requires “super administration skills and attention to detail” as well as accuracy when handling HR data and records.

This demonstrates that HR assistants must be highly organized and precise when managing employee information and HR processes.

Therefore, as can be seen above, both positions require important transferable skills. While Anglian Learning focuses more on communication skills, Nescot emphasizes attention to detail and administrative ability. However, both roles also require organization, the ability to work with data, and professionalism when dealing with employees.

In my opinion, the most important skill is **communication skills**. This is because HR assistants act as a link between employees and management. They need to explain policies, handle employee concerns, and support recruitment processes. Without effective communication, misunderstandings may occur, which can negatively affect the workplace. Therefore, communication is essential for ensuring a positive and efficient working environment in the HR profession

Task 2

Find a **definition of SWOT** – RESEARCH and **why SWOT is important** (research)

Strengths Strong interpersonal skills (ability to work well with others) Good organizational skills Ability to handle confidential information Teamwork and collaboration - Communication Active listening Confidence when speaking Clear written communication (emails, reports) Ability to explain information simply Professional tone in conversation	Weaknesses Lack of experience in HR systems Difficulty managing time under pressure Limited confidence in decision-making Need to improve advanced IT skills
--	---

Opportunities training and development programs Gaining HR qualifications Work experience or internship in HR Networking with professionals in the industry Career progression within the HR field	Threats High competition for HR roles Changes in employment law and regulation Automation of administrative HR task Economic uncertainty effecting job availability Lack of experience compared to other candidates

Evidence of Readiness

In the future I would like to become an HR Assistant. This role interests me because I enjoy working with people and helping to solve problems. I am particularly interested in supporting employees and contributing to a positive and productive working environment.

Education

Currently, I am studying for a Certificate in Business. Through this course, I am developing knowledge about how organisations operate and gaining key skills such as communication, teamwork, and organisation. I am also learning about different business functions, including Human Resources, which has increased my interest in this career path.

Work Experience

I have worked in the hospitality industry for a long time, where I have gained strong customer service skills. In this role, I interact with a wide range of customers daily, which has helped me develop patience, professionalism, and the ability to handle different situations. I have experience dealing with customer enquiries, resolving complaints, and working in a fast-paced environment. These experiences have helped me improve my communication, teamwork, and problem-solving skills, which are all important for a career in Human Resources.

Paragraph developing strengths mentioned above

One of my key strengths is communication. Through my experience in hospitality, I have learned how to communicate clearly and effectively with different types of people. I am a good listener and can understand customer needs and respond in a professional way. I am also able to stay calm when dealing with difficult situations, such as complaints, and find appropriate solutions. I can adapt my communication style depending on the situation, which is important when interacting with both customers and colleagues. This strength is highly relevant to Human Resources, as the role involves dealing with employees, handling sensitive issues, and ensuring clear communication within the organisation.

Task 3

Employability Goals

In the future I have a range of goals I would like to achieve:

Goal 1

My first goal is to gain a position as an HR Assistant. This will allow me to apply the skills I have developed through my studies and experience in hospitality, particularly communication and working with people. It will also give me practical experience in Human Resources.

Goal 2

My second goal is to gain a professional qualification in HR, such as a CIPD qualification. This will help me develop my knowledge of HR practices and improve my career opportunities in the field.

Goal 3

My third goal is to progress into a higher role, such as HR Officer or HR Manager in the future. I would like to continue developing my skills, gain experience, and take on more responsibilities within an organisation.

Personal Development Plan

DEFINITION OF A PERSONAL DEVELOPMENT PLAN and why it is important (research)

	Short-Term Time Frame	Mid-Term Time Frame	Long-Term Time Frame
	What do I want to accomplish in the next three to six months?	What do I want to accomplish in the next six months to two years?	What do I want to accomplish in the next two to three years?
Section 1 - My Goals What are my overall goals that I want to accomplish in this time period? <i>Example: become a Student Affairs Officer; learn computer graphics</i>	1. I want to develop my confidence when working with others and handling responsibilities within the next three months. 2. I want to gain more knowledge about Human Resources and recruitment processes within the next three months. 3. I want I want to improve my communication skills in a professional environment within	1. I want to gain some work experience related to Human Resources within the next six months. 2. I want to improve my CV and apply for HR Assistant roles within the next six months. 3. I want to develop	1. I want to secure a job as an HR Assistant within the next year. 2. I want to start a professional HR qualification, such as CIPD, within the next year. 3. I want to gain confidence working independently and handling HR-related tasks within the next year.

	the next three months.	my knowledge of HR systems and workplace policies within the next six months.	
Section 2 - Skills and Knowledge to be Learned What specifically do I need to learn? What project do I need to work on? <i>Example: Student advising; Banner; Dreamweaver; develop a procedures manual</i>	1. I need to learn more about HR processes such as recruitment and employee records. 2. I need to improve my IT and communication skills in a professional environment. 3. I need to develop better time management to complete assignments and meet deadlines. 4. To achieve this, I will focus on completing my assignments on time, asking for feedback, and improving my CV and job application skills.		

Section 3 - Next Steps How am I going to acquire the skills and knowledge? How am I going to do this project? <i>Example: take Dreamweaver class; do an informational interview; set up a project outline</i> Exact Timing	1. Complete and submit all assignments on time. 2. Attend support sessions and meet with tutors when needed. 3. Ask for feedback and use it to improve my work. 4. Research HR topics and improve my knowledge independently. 5. Update my CV and start applying for relevant roles.		
---	--	--	--