

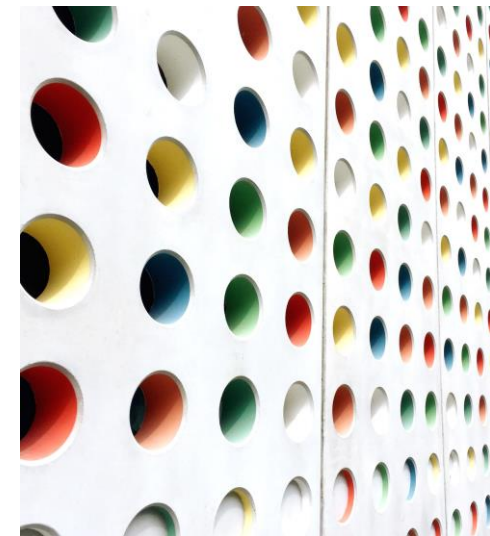
BMSW5102
DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS (OCT.
2021)
B.A.(HONS) LEADERSHIP AND MANAGEMNET SKILLS FOR THE
WORKPLACE

STUDENT NAME:TITILOLA FADINA

STUDENT NUMBER: 1913881

LECTURER: GREGORY COWAN

ASSIGNMENT TITLE: TRAINING AND
DEVELOPMENT NEEDS OF THE HR OFFICER



About the Organisation



Owl Financial is a part of the Openwork group, one of the UK's largest networks of financial advisers. It is a UK-wide Protection advice business that is focused on helping people secure the right level of protection cover for their income, lives and family. Owl Financial is licensed by the Financial Conduct Authority to provide financial advice to the general public and has been operating for over 40 years.

At Owl Financial, the core value of personalised advice is central to its operations. Owl Advisers are trained to a high standard and the quality of the advice they provide is regularly assessed. They work within a strict regulatory framework to ensure that the advice they give and the products they recommend are suitable and tailored to the client needs.

Owl Financial is passionate about helping people and have more than 1,200 advisers in communities all over the United Kingdom. Often, these advisers are helping those who have not considered financial services previously by providing appropriate, affordable products to help improve the quality of life for their customers.

Owl Financial is licensed to advise and recommend a superb combination of protection products from insurance providers like Aviva, Legal & General, MetLife UK, Zurich and Paymentsshield.

Owlfinancial (2021)

My responsibilities as an HR Officer at Owl

- Ensure that the business is compliant with employment law
- Advising management on the administration of human resources policies and procedures
- Building programmes and processes to ensure the proper management of resourcing and talent management
- Leading, managing and influencing other members of the team and employees across the business
- Improvising and adapting to organisational changes as required
- Developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing and selecting candidates
- Dealing with grievances and implementing disciplinary procedures
- Assisting with the development and coordination of recommended changes regarding workflow
- Compiling and analysing data for reports and special projects
- Presenting training sessions related to specific HR programmes such as Health and Safety
- Building relationships across the organisation
- Operating HR systems and IT programmes such as payroll and employee records management system
- Promoting equality and diversity in the organisation

Appendix A

CIPD (2021)

Required Skills for HR Officers at Owl (KSB)

- Clear understanding of professional HR practice
- Knowledge of business Issues at Owl and the contexts of human resources
- Ability to understand and analyse HR data
- Clear understanding of the HR function and its responsibilities
- Understanding of resourcing and talent planning
- Knowledge of reward management and what this means to the business
- Ability to advise on business processes to improve organisational performance
- Knowledge of employee engagement strategies and how to implement within the organisation
- Insight into new developments in employment relations
- Clear knowledge and understanding of employment law
- Knowledge of organisation design and development
- Understanding of HR service delivery
- Computer literate with working knowledge of human resources IT systems, such as ATS and Payroll

Appendix A

Appendix B

CIPD (2021)

Personal Qualities of HR Officers (KSB)

- Outstanding interpersonal and communication skills
- Very organised and detail-oriented
- Ability to be strategic and tactical when making decisions
- Brilliant at influencing others
- A team player
- Business Acumen
- Analytical thinker
- Driven to succeed
- Willingness to challenge organisational culture where necessary
- Ability to work well under pressure
- Practical and logical
- Cooperative and understanding attitude
- Trustworthy
- Impartial and objective
- Fantastic mentors able to advise and train
- Flexible approach to problems
- Ability to multitask and prioritise workload
- Ethical Practice

Training and Development needs of an HR Officer at Owl

- IT and numeracy skills, with strong IT skills required if operating computerised payroll and benefits systems
- Data and analytics for HR Professionals
- Drafting contracts of employment
- Creating job descriptions and person specifications
- Interviewing
- Resolving disputes and complaints
- Performance management
- Diversity and inclusion
- Assessing learning and performance
- Employment Law Fundamentals
- Grievance, Discipline and Dismissal procedure
- Strategic workforce planning development programme
- Managing Remote Teams
- Base and Variable Pay - Job evaluation, developing pay structures and performance pay
- Rewards and Benefits
- Coaching and mentoring
- Employee engagement
- Negotiating

Appendix B

CIPD (2021)

Areas for Personal Development (Appendix B)



Use of specialist
HR software



Drafting
contracts of
employment



Taking notes at
disciplinary
hearings



Resolving
disputes



Interviewing



Advising on HR
issues

Benefits of Training and Development for the HR Officer at Owl

At Owl, a well designed competency framework plus training and development program ensure that HR professionals have the right skills and capabilities to do their jobs now and in the future.

Focusing on a consistent, proven, clearly articulated set of priorities through training and development programs helps create excellence within the organisation, and improves the performance of the organisation and the individuals who work there as listed below:

- Increased job satisfaction and morale among employees
- Increased employee motivation
- Increased efficiencies in processes, resulting in financial gain for employee and Owl
- Increased capacity to adopt new technologies and methods
- Increased innovation in strategies and products
- Reduced employee turnover
- Enhanced company image

Armstrong(2012)

Critical assessment of the benefits of training and development of the HR Officer at Owl

A needs analysis will establish if there will be individual and performance improvement in that role.

An evaluation of the Knowledge, Skills and Behaviours required to fulfil this role at the level required by Owl will establish the type of training required.

An organised method for choosing the right training that meets the employee and organisational needs is useful.

Consider if the assessment is fit for the intended purpose? Is it reliable and fair? Is it cost-effective?

Also consider the ease or difficulty of administration, scoring, and interpretation given available resources.

A successful training needs analysis will identify those who need training and what kind of training is needed.

HR needs to be more strategic to add value to Owl by using advanced tools and delivering insightful analyses that contribute to business success in new ways.

HR-Guide (2018)

Conclusion

Training and development of the HR Officer can mean the difference between failure and success for an organisation because it impacts directly on the HR practices in the organisation. For example, a study of more than 300 organizations published in the Journal of Applied Psychology in 2014 by Kim and Ployhart showed that the firms that invested effectively in training and staffing were much better able to recover from the 2008 economic downturn, independent of their prior profitability. Therefore, it can be safely concluded that good HR training and development practices will help Owl Financial to be more productive and profitable at the individual and organisational level.

SHRM (2021)

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Personal Skills Audit: Appendix B

I declare that the information given in this form is true

Signed: Titilola Fadina

Date: 07.12.2021

Appendix B: Personal Skills Audit		Name : Titilola Fadina		
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.				
Information Technology	Very good	Good	Adequate	Little or no experience
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				
Communication Skills	Very good	Good	Adequate	Little or no experience
Drafting contracts of employment			X	
Taking notes of disciplinary hearings			X	
Write reports		X		
Produce material to support presentations		X		
Delivering a training session		X		
Resolving disputes/complaints			X	
Interviewing			X	
Advising on HR issues			X	
Problem solving skills	Very good	Good	Adequate	Little or no experience
Make good use of verbal reasoning skills		X		
Able to handle complex data and make selective use of information		X		
Explore more than one solution in order to solve a problem		X		
Consider the ideas of others to help solve problems		X		
Supervisory Management				
How much experience have you had in your role?				
		< 1 month	1-3 months	> 3 months
Professional placements?	N/A			
		None	1-5	Above 5
How many people have you managed at any one time?	N/A			