

- **Developing Relationships and Workplace Achievements**
- **BMSW 5102-A1**

Training and Development needs for a HR officer

- Student: Lizbet Halison Munteanu Gamboa
- Student ID: 2019783
- Academic year 2021/2022
- University of Wales Trinity Saint David
- Lecture: Rexon Nting



Discovering something about Pret a Manger

- Pret a manger is a international coffee/sandwich shop founded in 1983.
- The company is expanding around the world. At the moment is in France, USA, Hong Kong, China, Singapore, United Arab Emirates, Belgium.
- On 2021, after Covid-19, Pret has more than 6000 employees.
- By 5 years the company is planning to hire around 3000 employees more.

Pret a Manger, 2022

Key expectations of HR Officer Roles

One of the task of the job required is:

**promoting equality and diversity as part
of the culture of the organization**



Photo:123RF

- Promoting equality and diversity make sure that the services provided to the employees are fair and accessible to everyone.
- They ensure that people are treated as equals, that people get the dignity and respect they deserved.
- Provide financial and mental support to the employees might need with discretion.
- Advertise online, on the social media, about the respect and acceptance of diversity.

Another point that for the company is very important is:

- **advising on pay and other remuneration issues, including promotion and benefits and undertaking regular salary reviews.**

- Be clear about the remuneration, making sure to follow the law.
- Check and try to be always competitive with other company about remuneration and benefit
- Check that all the employees fille up the document to receive payment.
- Find a easy and fast process to check the hours the employees are working to receive right payment
- Respect the Equality act (2010) to make sure everyone receive the same payment for the same role.

Last point that I will be presented on this presentation is:

- **developing HR planning strategies, which consider immediate and long-term staff requirements; planning and sometimes delivering training - including inductions for new staff.**

- Update, when needed, the training to the new staff.
- Make clear training and be always on track with the current law with updates.
- Have easy access to check training completed, in progress or not started yet.
- Plan in ahead the future training and give right time to the employees to do them.
- Find new process can make the training easier and more understanding for any type of person.
- For every training the HR propose, the HR officer need to make sure that is accessible for everyone and in case be able to give the right support for any type of disabilities.

SWOT ANALYSIS



STRENGTHS

What do you do well?
What unique resources can you draw on?
What do others see as your strengths?

- Good customer service
- High safety standards
- Good problem solving



WEAKNESSES

What could you improve?
Where do you have fewer resources than others?
What are others likely to see as weaknesses?

- Lack of training resources
- No experience



OPPORTUNITIES

What opportunities are open to you?
What trends could you take advantage of?
How can you turn your strengths into opportunities?

- New job roles to hire skilled staff
- new technology.
- beneficial changes in employment laws.



THREATS

What threats could harm you?
What is your competition doing?
What threats do your weaknesses expose to you?

- Competitor offer higher pay rate or more benefits to the employees
- Changes of regulation of work that can affect negatively the company

Personal skills audit*

- What I am good:
- Office (except Excel)
- Email
- Use of internet
- Taking note disciplinary
- Good problem solving
- Good listener

What I need to improve:

- Use a specialist HR hardware
- Use a excel spreadsheet
- Make good use of verbal reasoning skills, able to handle complex data and make selective use of information

*For full personal skills audit please go to appendix, at the end of the presentation

Identify benefits of training and development for HR officer

Understanding compensation practices and policies is crucial for any business owner, HR professional, or manager.

- Distinguish between legally mandated and discretionary benefits
- Identify the value of benefits that help employees achieve work-life balance
- Define pay for performance
- Be always updated to the last needs for the company and legislation.

Conclusion

We can say that Pret a manger HR needs to have a knowledge about law, legislation and training.

They review the training they provide, and they do have competitive remuneration.

It's very important to have HR present and give the right support when needed, be good listener and have good problem solving

They focused more than ever about to promote equality and diversity and tolerance.

References

- Armstrong, S. (2010). *The essential performance review handbook : a quick and handy resource for any manager or HR professional*. Franklin Lakes, Nj: Career Press.
- Laszlo Bock (2017). *WORK RULES! : insights from inside google that will transform how you live and lead*. Grand Central Pub.
- <https://www.shrm.org/resourcesandtools/tools-and-samples/hr-qa/pages/what-is-a-swot-analysis.aspx> (accessed on 16/08/2022)
- <https://moodle.uwtsd.ac.uk> (accessed on 10/08/2022)
- <https://www.pret.co.uk/en-GB> (accessed on 11/08/2022)
- <https://www.gov.uk/guidance/equality-act-2010-guidance> (Accessed on 17/08/2022)
- <https://learn.hrci.org/courses/compensation-and-benefits> (accessed on 17/08/2022)
- https://www.123rf.com/stock-photo/pret_a_manger.html (accessed on 19/08/2022)

Appendix

- Appendix A.



Appendix 2.

Appendix C

Personal Skills Audit

Name Lizbet Halison Munteanu Gamboa

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		x		
Produce material to support presentations		x		
Delivering a training session				
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			

Consider the ideas of others to help solve problems	☒			
---	-------------------------------------	--	--	--

Supervisory Management			
How much experience have you had in your role?	☐ < 1 month	1-3 months ☒	> 3 months
How many people have you managed at any one time?	None	1-5	Above 5

I declare that the information given in this form is true	
Signed	Munteanu Gamboa Lizbet Halison
Date	18-08-2022

Thanks to all of
you for the
attention

