

Training and Development needs for an HR officer

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BMSW5102 Developing Relationships and Workplace Achievement

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Overview and size

- ▶ Lloyds TSB Group
- ▶ Public limited company
- ▶ Founded :16 January 2009; 14 years ago
- **London**, England, UK (operational headquarters)
- ▶ **Edinburgh**, Scotland, UK (registered office)
- ▶ Revenue **£13.957** billions (2022)
- ▶ Number of employees **58,000** (2023)

RESPONSABILITIES HUMAN RESOURCES OFFICER

- ▶ **Keep the employees data secure and up to date**
- ▶ **Create job advertisements, job descriptions**
- ▶ **Manage the hiring process, including reviewing application materials, shortlisting candidates for interviews**
- ▶ **Hire, develop, and keep the best employees**
- ▶ **Ensure that potential employees are eligible to work for the organisation**
- ▶ **Plan and deliver training**
- ▶ **Be responsible for payrolls and employees data**



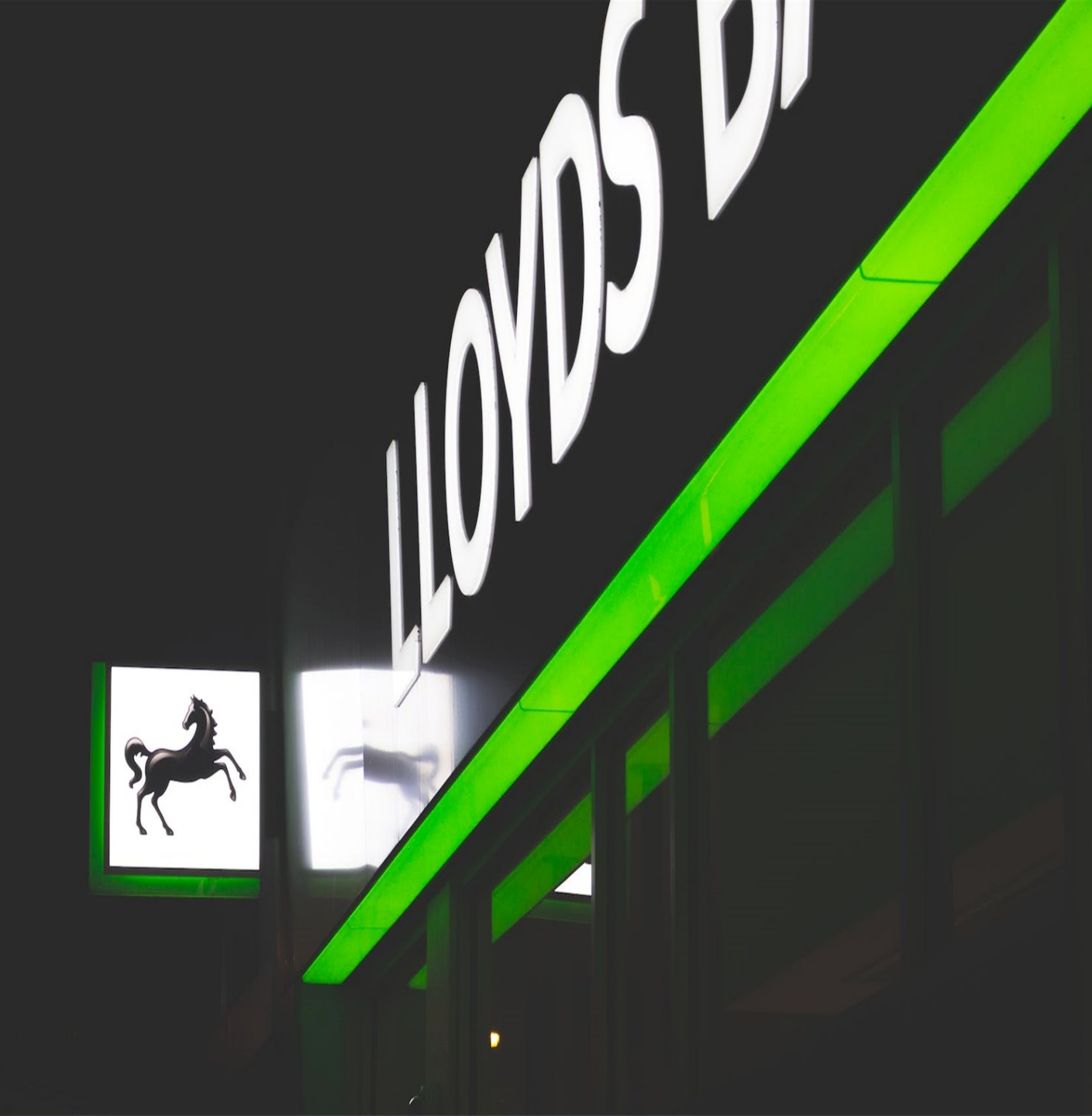
KNOWLEDGE SKILLS AND BEHAVIOUR

- **Good verbal and written communication skills in order to communicate with a wide variety of stakeholders**
- **Microsoft Office skills**
- **Excellent Organisational skills**
- **Ability to work on own initiative**
- **Ability to manage budgets**
- **Ability to lead and motivate a multi-disciplinary team in order to deliver high standards**

KNOWLEDGE SKILLS AND BEHAVIOUR

- Ability to manage a team of staff
- Performance Management skills
- Ability to work as part of a team
- Willingness to continue professional development
- Commitment to equality and diversity
- Ability to communicate well both orally and in writing
- Ability to work to deadlines





KNOWLEDGE SKILLS AND BEHAVIOUR

- Ability to create job descriptions and advertisements
- Ability to develop and maintain good relationships with the team
- Commitment to promoting equality and diversity
- ▶ Ability to recruit the best candidate for the company
- ▶ Ability to develop good performance in training new staff

SWOT ANALYSIS

Strengths	Weakness	Opportunities	Threats
Organizational skills	Keep focus	Work with large team as LLOYDS	Keep updated in laws and procedures
Planning trainings	Explore more than one solution to solve the problem	Leadership and management	Keep updated in use of technology
Communicative skills verbal and non verbal		Hire the right candidate while recruiting	Being aware of inconstances and unexpected events
Interviewing and writing reports			
Multiple tasks			
Solving complaints/disputes			
Use of information Technology			

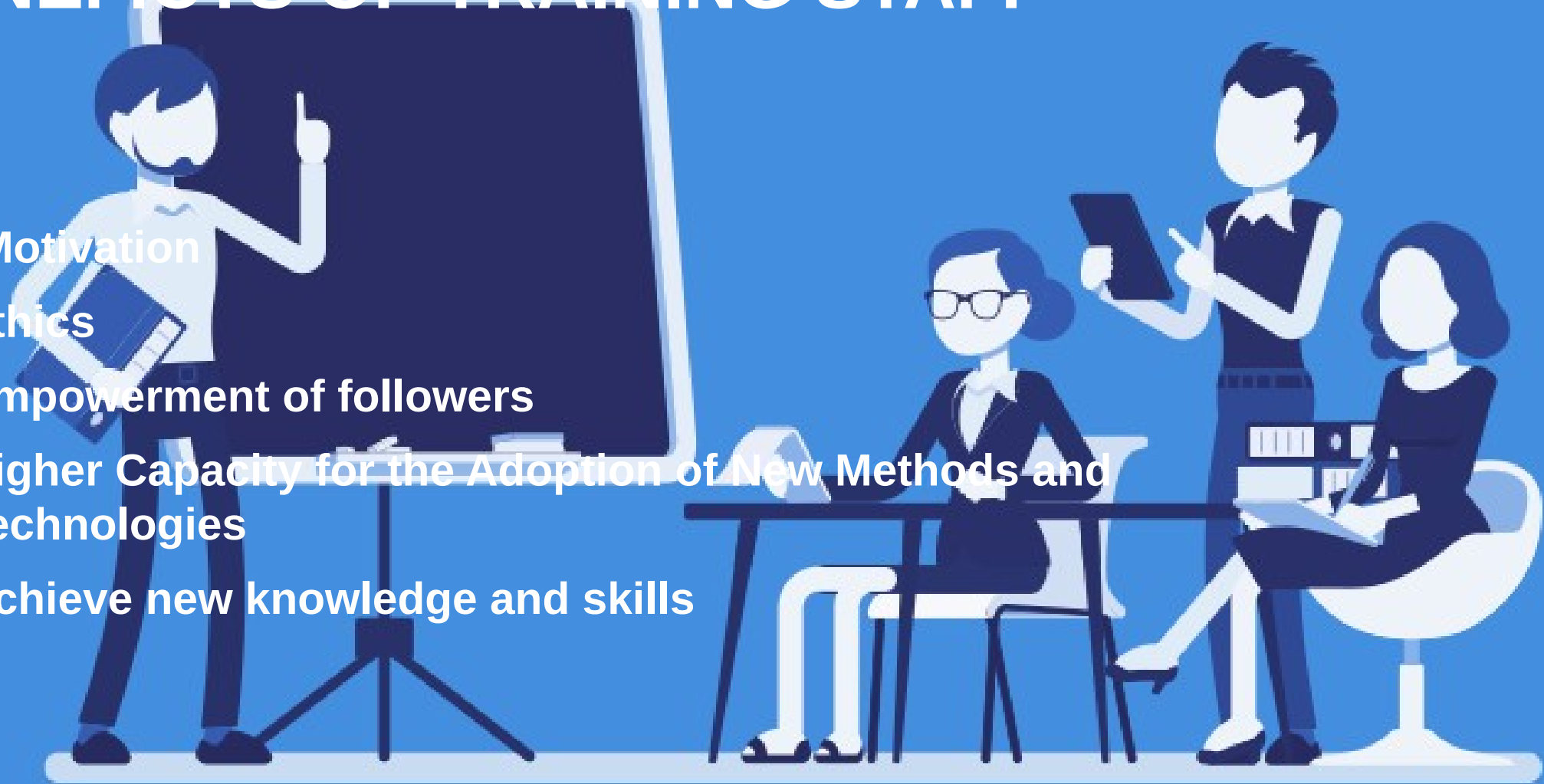
Benefits to the organization

LLOYDS BANK

- Advising on policy and process
- Responding to manager HR queries
- Identify and implement continuous process and system enhancements to improve efficacy and provide high quality service
- Managing monthly payrolls activities and benefits to ensure workers are paid on time and correctly
- Maintain updated the workers data and records and queries solved
- Ensuring confidentiality and data protection of all the information, complying with all legal and regulatory obligation
- Hiring and recruiting the best workers

BENEFITS OF TRAINING STAFF

- ▶ Motivation
- ▶ Ethics
- ▶ Empowerment of followers
- ▶ Higher Capacity for the Adoption of New Methods and Technologies
- ▶ Achieve new knowledge and skills



Benefits of Training and Development in HRO

- Keep the knowledge and skills up to date
- it helps to improve the organisational efficiency
- Applying the training reenforces your knowledge
- Gain specific skills, such as consulting
- Enhance your knowledge of specific areas of employment law
- Improve inclusion and diversity



CONCLUSION

Employees are a company's most valuable resource.

Investing in training development increases the company performance as well as motivation, knowledge, personal skills , attitudes and behaviours between the workers as well as clients.

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