



Manage People

(LCBB5004)

Assignment 1

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INTRODUCTION:

From the dawn of humanity to the present day, people are driven by a strong sense of curiosity, which encourages them to work hard in psychological and physical work-aspect in order to improve their personal and social life.

From birth to death, a person is motivated for more and more knowledge, arranging personal and family comfort, and as a goal they strives to reach own peak, which leads not only to personal progress but also to the progress of society. One of the best invented activity for people is the creation of Human Resources (HR) as an organization.

HR is responsible for creating roles, opportunities, organizations and working environments that help get the best out of people, delivering great organizational outcomes, in turn driving our economies, and making good, fair and inclusive work a societal outcome.

With the time HR is developing better standards and security for people and busnieneses, safer workpalceses, and so on, basically it should not be wrong to call this structure as a scinece of human progressive. The structure is possible the most important department in a company, as it is responsible for the right kind of selection for hiring and developing workers and also to try keep their work-atmosphere in a good condition. If the selection of the right people is correct that automatically reflects to the other departments in the company.

In the next chapter we are going to find out what is to be

HR worker using reference to CIPD new profession map.

HR ASSISTANT WORKER WITH ELEMENTS OF CIPD NEW PROFESSION MAP

The new profession map is a great tool that can bring a lot of help to any type of person who is connected with HR from an absolute beginner to an expert. Understanding the purpose of this important job is a key to a great success, basically the person on such of profession needs to understand why work matters and is extremely important for the human being also why people are fundamental for a business and organisation at all. CIPD new professional map is divided by three main fields with the areas inside them, also it is included four types of level that can indicate how experienced is the person connected with this profession. The level 1 refers to person who is just getting into this sector while step by step getting more and more experience you can step on the top which is level 4 and be a senior HR leader.

Thanks to the map a person can identify their place in HR. By using the help of the three main fields and the necessary knowledge or tasks in the levels we will find out what is necessary to be an HR assistant.

1. Core Knowledge - is a field with six areas:

- People Practice
- Culture and behaviour
- Business acumen
- Analytics and creating value
- Digital working
- Change

A person who is considered to be an HR assistant must understand what workforce planning is, as well as what facilitation, consulting, coaching and mentoring are, the working lifestyles of the workers and their behaviour and culture how people are diversified and adopt differently new learnings, basically this type of HR must also learn and adopt critical thinking and understand some specific things why are they so important like the brand they work for, collecting and using data is a must for getting to know better people who work for the company and how eventually they can improve their skills or by threatening them good to build positive impact in their daily working life.

2. Core behaviours is the second field and we can find seven areas inside it :

- Ethical practice
- Professional courage and influence
- Valuing people

- Working inclusively
- Commercial drive
- Passion for learning
- Situational decision-making
- Insights focused

While in the first field we have concentrate more on understanding spesific things on theory in this field an HR assistant must start to act and do things on practice

Some of the tasks are included like act consistently with relevant regulation and law, handeling personal information with profesional matter as well as showing honest dealings with the people who are working in the company, consider the well-being of the workers.

Showing respect and sensitivity as well as tolerance to a diffrent people and calmy handeling situation with difficult aspect is also a must in the repertoire of HR assistant.

3. Specialist knowledge

- Employee experience
- Employee relations
- Diversity and inclusion
- Learning and development
- Reward
- Talent management

- Resourcing
- Organization development and design
- People analytics

This stage is upgraded to a bit difficult aspect of HR life, but even not experted HR worker can contribute in the sphere. We can see here some psychological knowledge are involved and could be in help to analyze and help to improve the work atmosphere by approaching the people who work for the company and listening to them to understand the impact between the workers and their managers on work place and basically to get deeper into the organization by using creative mind for improvement the surrounding environment.

PLANNING, RECRUITMENT & SELECTION

HR is a complex subject that devote everything for the good of the company by creating complicated connections between work and people. By doing all this strucutre is in the centre of the progress for the humanity. Basicly there is no unimportant task in this sphere, but still there is three highly neccesarry functions:

1. Planing, recuruiting and selection

2. Keeping under control the all situations around the workers

3. Creating a well-being atmosphere

In this assignment we will explain function number 1, and in the next chapter will discuss the all functions for IHG and more specifically the HR in Intercontinental Park Lane

Human resource planning is also known as workforce planning, which is a process of evaluating an organization's human resources needs under changing conditions and developing programs and policies needed to meet those needs.

Planning in human resource management consists of:

- The need to bring and hold productive people by creating good work-environment
- By providing necessary procedures and system which will help to boost the time and potential of the workers
- Assisting the operational unit of the company to accomplish their targets effectively and adequately economical use of HR

Steps in human resource planning

- To establish goals and needs
- to evaluate the skills, experience and what the current employees contribute to the company

- To plan and analyze a program for recruitment and development of future employees
- To evaluate the above-mentioned program that will be used by HR

Recruiting and selecting is action to develop a set of qualified candidates for vacancies

- When the employee is competent, this has a positive effect on the company, and when hiring a non-skilled worker, it is appropriate to cause problems in the company.
- Human resource requirements vary depending on the job
- Labor laws protect employees, making it difficult to fire incompetent and problem employees is another reason of carefully selecting new workers.

HR IN INTERCONTINENTAL PARK LANE

Intercontinental park lane is part of the IHG group. This is a 5 star hotel located in the heart of Mayfair and close to Buckingham Palace and Hyde Park. HR's responsibility for the welfare of the hotel is enormous, not only that, it employs over 500 employees and the efficiency of their work affects not only the hotel and its stakeholders but also the creation of a prestigious hospitality in London. The HR department in this company is based on 1

manager, 1 assistant manager and 4-5 well-selected employees. Hospitality industry is world famous for its great diversity and frequent shift of employees, which makes the work of HR more complicated, although everyone has a lot of interesting methods to organize a comfortable working environment and to raise the spirit of the people who work there. But before that, we will look at the hiring and selection of the people in the company. To facilitate the work process, all employees with the lowest qualification requirements are imposed directly by the hotel departments through external agencies from which they need and where the work of HR is minimal. In case the worker shows good working skills, then their department's manager is getting in touch with HR and officially the procedures of becoming a member of Intercontinental family is in the hands of HR. When the employee is hired from the outside direct in the hotel, means that even if they are applying for a lower position, the person has certain skills and their work is in a department with higher requirements. The procedure is based on the HR's decision and the manager of the given department. Naturally, according to the position of the employee, the layering of his appointment to the company is of different difficulty. Apart from the outside hiring, HR offers vacant positions inside the hotel and possibly an employee to change his / her job function and move to another department to get experience in different spheres or just to go to a higher position. Another very important task of HR is the heavily strong but friendly keeping attention and control over the workers there. There is friendly game-surveys that any

of the workers with contract to the hotel need to pass, which bring extra data-information about people working in there. Another strong contribution to the people connected with the hotel is periodically with time an HR worker together with the specific person are getting in touch and estimating their performance during the specific time. There is also some minimal personal attachment to some random worker just to find out the opinion of them about the work-place and / or eventually offer or suggest something. Probably one of the main contribution with the workers at all is the every month meeting with any single department and speaking about how was the month performance and collecting some suggestions by individuals.

So far we can notice some kind of strategies about recruitments and selection of staff, but to try to keep and satisfy so many people in one huge work-place also needs a creation of a pleasant environment.

Intercontinental which is based at Park lane definitely does not keep funds to contribute and supports a positive atmosphere. Some of the examples are included: Worker of the month within each department, lots of games, prizes and auctions. On a regular basis are organized different events and trips out of the hotel, meanwhile on special occasions like Christmas, Easter or some huge event like World or Euro cup are creating great specific atmosphere which bring a good festive feeling for the workers. Another great thing is the Intercontinental money that is used to extra motivated people who are working there, and on a regular basis for a good job or contribution is giving to the person this

brand money and accordingly they are used to spend in a great range of products that are available in the so called HR shop.

CONCLUSION

Even HR is an extremely important nature for any business and the corresponding support of the economy, and in general, every action performed by this department is important. It should be said that the next four actions are the most important required of HR and described in this type of work:

1. Creating of a good plan/strategy
2. Careful recruitments/selections of people
3. Collecting data/information and eventually can be used with already existing workers
4. Creating of positive-happy working-environment.

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