

**University of Wales Trinity Saint
David**

EMPL 4007

Employability

Tutor: SHAO YUEN

KHATEREH MIRZAJANI

1605628

Oct 2017

Table of contents

Part 1	3
Job description	3
Person specification	4
Part 2	6
Curriculum vitae (CV)	6
Part 3	9
Problem solving competency	10
Decision making competency.....	12
Conclusion.....	13
References.....	14

Part 1

1.1-Job description:

Job description is a formal written document that identifies and describes the responsibilities, duties and required qualification of a specific job.

It also contains information about the amount of salary, working conditions, the tools, equipment or knowledge that is needed in a particular job. Heathfield(2017)

1.2- The purpose of a Job description:

The fact that a business needs to attract skilled and motivated workers, increases the importance of job description. In fact, the most important reason to write a precise job description for an employer, is to hire suitable candidate for the specific role. Nordmeyer(2017)

Almost all people like to do their job strongly. When somebody is not doing their job properly, it is often due to being in a wrong job. A precise written statement about job (a job description) can be the first step for an employer to hire the right person to a right position. Ceplenski(2013)

Job descriptions clarify and raise the communication between the employers and employees. A good job description can avoid or at least lessen the numbers of future complaint. Job descriptions contain policies of hiring, promotion, compensation and termination of the job. So it prevents further lawsuit and enhance productivity. Job description is one of the most important document that both employers and employees must keep with themselves to help them know what they are expected to do. Employers and employees must comply with the regulations and laws of employment. Job descriptions should include following items:

- Job summary
- Position and title of the role
- Level of education that is required
- Experiences that are required
- Qualifications and certificates needed for the job
- Physical requirement and work environment
- The amount of salary per month or year
- Competency. Kratt (2011)

1.3-Person specification:

The skills and qualification that a candidate must possess to comply with a position which is offered by a company is called person specification. Actually, person specification is profile of the candidate that is considered to be best for the specific role and fit the job description.

1.4-The purpose of a person specification

Person specification and job description are basis of employment. The person specification more fully explains the type of person who is most likely to be able to do the job well.

The person specification just have the same importance of the job description in business today. The Person specifications help the employers to think about the type of characteristics of candidate who could fit the job description. The person specification must extract from the job description.

A precise person specification can help the employees to see if they fit the job.it is possible that a candidate would have all required technical skills but does not possess personality to match with the environment of the job. Technical skills can be easily taught but personal skills are hard to learn. Reynolds (2017)

In addition, the person specification clarifies personal virtues a successful candidate must have. It is a very important tool to compare and assess the compatibility of job candidates. The person specification mentions the personality of candidates rather than the role and position. Riley (2009)

Part 2

Curriculum vitae (CV)

KHATEREH MIRZAJANI

72, Brook Road, London NW2 7DX

07453955993

Memory_sh2007@yahoo.com

PROFILE

As a motivated industrial-organizational psychologist I take an enthusiastic approach, combine with a friendly, genuine dedication to employer, employee and customer's satisfaction. With a strong skill of time managing, problem solving and decision making, I am interested in working in a team or individually to help people solve their problem in the workplace which makes them more effective in their jobs and raise their performance.

WORK EXPERIENCE

- **ANDISHE NO institute Tehran-Iran 2009-2012**
I used to help the employees solve the problems they faced in the workplace. I found out how and what strategy should be taken to solve the problem. I also analysed the person specifications and helped the employer to place right person in the right place.

- **REFAH company Tehran-Iran 2008-2009**
I was responsible to interview with the candidates and help the employer hire the suitable employee based on the job description and person specification. That was where I realized how to write a job description and person specification. Analysing the reasons of low productivity and helping the manager solve the problem, was my other responsibility.

EDUCATION AND QUALIFICATION

- **University of wales Trinity Saint David London campus**

June 2017 up to now

University student studying Certificate in skills for the workplace LEVEL 4.

Courses involved: working in a team, smart technologies, communication skills, personal development for employment, employability, project planning, problem solving, researching and analysing data.

- **Azad university of Tehran-Iran** **2001-2005**

Bachelor of Science in industrial-organizational psychology

Modules studied: Advanced statistics, research issue in social and organizational psychology, behavioural science research skill, methods in industrial psychology

HOBBIES AND INTERESTS

- I like to play volleyball with my friends in a team
- I like to go jogging every day
- Going to the cinema and theatre is one of my hobbies
- I also like to travel to countryside and spend my time in the nature

OTHER SKILLS

- MS office (Word, Excel , PowerPoint)
- Good Internet and computer skills
- UK full clear driving licence

REFERENCES

Names, positions and telephone numbers of my previous managers are available on request.

Part 3

Competencies

Competency- based questions are kinds of questions that an employer asks in the interview session. The candidate usually is asked to show how he/she used a skill in a previous experience. The purpose of competency-based question is to find out the skills of the candidate that may be useful in the specific job. One of the best method to answer these kind of question is to use STAR model. Allcock(2013)

-Situation

-Task

-Action

-Result

Here in this assignment assume I am asked two different competencies:

Problem solving

I used to work in a company called “REFAH” about 9 years ago in my country, IRAN, as an industrial-organisational psychologist. “REFAH” is a large supermarket that sells wide range of goods and has many branches in IRAN. The analysts reported the General Manager a decrease in productivity of the branch. There was a research at the end of each year to show everything including productivity and compare it with the year before.

The manager asked me to research, analyse and find out where the problem was from and why it had happened. I was supposed to realise if the problem was related to the workers who were not motivated enough to do their job satisfactorily.

I started to investigate and specify the problem. Tried to communicate with every department’s manager first .Gathered information about all department situation. In this way, I could realise the issues that each department faced with. Some departments needed more investigation

in detail. I had to communicate with every single worker of the department. I managed my time to investigate almost all sections and communicate with the workers. Meanwhile, I held meetings with the managers and shared the obtained information. During my investigation, I could specify some issues:

- The computers in storage section were too old and slow. It wasted time to register the imported goods and release them when needed. It also had made the workers nerves.
- The systems in till section were slow and the network did not connect fast. It could waste the customer's time and eventually many of them came to this conclusion that did not shop in our branch.
- The shifts were not fair for all workers in sales section. Some older sales workers had connection with shift manager and got better time sheets. It affected the other's motivation and they did not feel justice in their job.

I found out the above mentioned issues were the most important reasons to decrease productivity. Provided a comprehensive report with evidence and shared with the Manager.

The result of my investigation and finding the problem was a meeting with all managers to make decision about the issues.

- Provision of budget to upgrade the computers in storage section.
- The IT manager was asked to upgrade the software for network and exchange some old parts as soon as possible.
- The shift manager was reprimanded and lost his position. The board of managers decided to replace the shift manager.

The results were noticeable and all employees were satisfied in the next survey after solving these problems.

Decision making

I used to have a job in “ANDISHE NO” institute in IRAN as an industrial psychologist. “ANDISHE NO” is an institute which consults people about the problem they face in the workplaces and indicate the ways to solve their problem. There were some job vacancies and the institute was to advertise to hire new employees in different positions.

I was asked to draw a job description with the manager’s help for each job and define person specification matching with the job. I was also asked to shortlist suitable CV’s and applications that were more matched with the job specifications. I finally had to attend the interview and make decision in a team to find the right person.

I started my job in a team with the managers to find out what requirements they have for each position. We discussed about the type of skills, qualifications, experiences and personality we needed for our job positions. I collected the information and started to write job description and person specification for each job. Based on what we discussed in our meeting, I provided them and shared with the managers. After confirmation, we had to advertise and get some applications.

We received hundreds of application then and I, in a team with managers, had to make decision about shortlisting more matched applications. We selected around 10 applications for each position and invited them for interview. In interview session, the manager was to ask questions about the candidate’s experiences and technical skills and I was to ask some competency-based questions to be familiar with the candidate’s personality.

At the end of the interview day the manager and I had a discussion to make our decision to introduce the best candidate who was the most suitable for the job.

The results were finding new employees who were satisfied in their job and did their best to make their manager satisfied. They were all familiar with the environment a few weeks after starting their job and the institute realised that our team's decision was correct to find the best person for the right place.

Conclusion

At the end of this assignment I learned how the job descriptions and person specifications are important in employment. Then I tried to create my CV based on my new learning and finally tried to write two competencies based on my own experiences.

References:

Allcock,J(2013). 'How to answer competency-based questions on job application forms'. The guardian[online]. <https://www.theguardian.com/careers/how-to-answer-competency-based-questions-job-application-forms> . (Accessed 27 December 2017)

Ceplenski,C(2013). 'What is the Purpose of a Job Description?'.HR daily advisor [online]. <http://hrdailyadvisor.blr.com/2013/11/04/what-is-the-purpose-of-a-job-description/> (accessed 24 December 2017)

Heathfield, S (2017). '5 Positives and 5 Negatives about Job Descriptions'. The balance [online]. <https://www.thebalance.com/job-descriptions-positives-and-negatives-1918556> (Accessed 20 December 2017)

'How do I put together a person specification?'. Monster [Online]. <https://hiring.monster.co.uk/hr/hr-best-practices/recruiting-hiring-advice/screening-job-candidates/how-do-i-put-together-a-person-specification.aspx> (Accessed 27 December 2017)

Kratt,M(2011). 'The importance of job descriptions ... and why your practice needs them'.Dentistry IQ [online]. <http://www.dentistryiq.com/articles/2011/07/the-importance-of.html> (Accessed 26 December 2017)

Nordmeyer,B(2017). 'The Objectives of a Job Description'.Chron [online]. <http://work.chron.com/objectives-job-description-3332.html> (Accessed 21 December 2017)

Reynolds,K(2017). 'Why a person specification is just as important as a job description'. LinkedIn [online]. <https://www.linkedin.com/pulse/why-person-specification-just-important-job-karen-reynolds> (Accessed 27 December 2017)

Riley,J(2009). 'Q&A - Why are job descriptions and specifications important?'. Tutor 2U [online]. <https://www.tutor2u.net/business/blog/qa-why-are-job-descriptions-and-specifications-important> (Accessed 27 December 2017)