

Human Resources (HR)

Human Resources (HR) is the function within an organisation that focuses on recruitment of, management of, and development of its people. Human Resources also deals with issues related to people such as pay and benefits, recruitment, career management, safety, wellness, motivation, and training.

Human Resources also support the organisation's strategy by helping its people to contribute to the overall organisational goals and objectives (such as increasing profit).

The types of roles you might find in an HR Department include:

- Recruitment Consultant
- HR Advisor
- Reward Business Analyst
- Talent Development Manager

The **Recruitment Consultant** is responsible for recruiting (hiring) people into its organisation, based on the needs of the organisation over time. A Recruitment Consultant would also be responsible for finding and interviewing candidates (potential employees), as well as giving the successful candidate an offer of employment. Sometimes Recruitment Consultants also participate in interviews with a line manager (or hiring manager).

Recruitment Consultants need to be able to build good working relationships with people throughout the business and have good organisation and time management skills. They often deal with sensitive and confidential information, so the ability to use discretion is important. As they may also help with interviewing, a tactful but assertive manner and calmness under pressure are important.

Starting salaries for a Recruitment Consultant can start at around £18,000 and can go up to £30,000 or more depending on the business.

An **HR Business Advisor** is responsible for overseeing many of the components of the HR department providing, implementation HR initiatives, such as developing training programmes to support high performers, and giving high quality HR advice and supporting employees. This may include advising business areas of new Government legislation and policies to ensure the company is operating in line with these and other employment laws, supporting employee relations and supporting recruitment.

Skills needed for this job include an understanding of (or interest in) employment law, research and analytical skills, good customer service, and the ability to build relationships, influence people and to be a team player.

Many people who work in HR have a degree or postgraduate qualification in Human Resources Management, but it is often not required by employers as staff can learn on the job. They can also work towards obtaining a qualification from the Chartered Institute of Personnel and Development (CIPD), either before starting the job or even while working. An understanding of employment law is also helpful for this role.

HR advisors can earn between £25,000 - £35,000.

Cont'd

Human Resources (HR) cont'd

A **Reward Analyst** works as part of a team that determines a company's pay and benefits policy. Typical activities would include submitting data to external survey providers regarding current salary levels for the company's employees, interpreting the results of the survey, and assessing whether the company's pay rates are competitive with other companies. A Reward Analyst might also be involved in calculating the amount of bonuses to be paid to employees and in determining how much salaries should be increased by as part of the annual pay review process. In many companies this role might also include working with outside benefits companies who are used to provide benefits such as company cars and private health insurance for their employees.

Reward analysts need to be good with numbers, and in most cases a high level of Microsoft Excel ability will also be needed. Much of the information that is dealt with will be sensitive and confidential, so it is important to be discrete about their work. A Reward Analyst will need to be capable of dealing with a large volume of work under pressure at key times of the year and analytical skills are important.

Salaries for this role tend to start from £20,000 and may rise to £35,000 in some companies depending on the level of responsibility.

A **Talent Development Manager** is responsible for ensuring that organisations are continuously developing their people. This person would be responsible for assessing the employee's strengths and weaknesses, and designing a plan to make them more effective in their day to day jobs, such as trainings. They would also work with people in the business to further development such as job moves, secondments and mentoring.

The skills needed to do this job include good project management skills and the ability to influence people, including senior members of staff. Good communication and presentation skills are also essential.

Salaries for this role can start at £27,000 and work up to £40,000 or more with experience.

Employability SKILLS

There are a number of skills needed to work in the Human Resources department, including:

- **Adaptability and flexibility**
- **Good communication (both written and verbal)**
- **Strong organisational and time management skills**
- **Ability to build good working relationships with people**
- **To understand and digest information easily and explain it to others**
- **Calmness under pressure**
- **Understanding of Employment law.**

One of the key employability skills to work in Human Resources is adaptability and flexibility. As the needs of the business change, the HR department needs to adapt their work (including recruitment strategies) to meet these changes, in order to insure they have the right people in the organisation at the right time.