

Fact Sheet 10 – Human Resources

If you are running a business then it is important that you are able to motivate and develop your staff as your staff are the biggest asset your business has, so recruitment, dismissal and management are some of the most important functions in your business. It is also important to have a good human resources system in place in order to meet statutory and legal requirements.

What is Human Resources?

Human resources is the combination of administrative personnel functions, performance, employee relations, and resource planning. It allows you to monitor the availability of qualified workers, recruit staff, plan and present appropriate direction, training, and development for each employee, and administers employee benefit programs.

Employment Process

To a large extent, employers are free to choose who they wish for a job, however they cannot discriminate against people. The key steps and requirements of most employment processes usually include:

- **Job Description.** This is essential to recruit the right people and should set out requirements of the job.
- **Person Specification.** This helps to identify the competencies of the person required, and should include elements such as, experience, knowledge, skills, abilities and qualifications.
- **Advertising.** Correct placement is essential to ensure responses, and the advert content should be 'self-selecting' in that only appropriate individuals should consider responding.
- **Application Form.** This will help the employer to ask specific questions that they want answered and makes short-listing easier in terms of providing a comparison between standardised responses.
- **Short Listing.** This assists in narrowing down the applicants that you would like to invite to interview through the selection of the most qualified and most suited to the person specification.
- **Interviewing.** It is advisable to select an interview panel and you may want to consider a range of interview mechanisms, such as presentation and an 'in tray' exercise.
- **Making an Offer.** Nothing in law states that this should be in writing, however it is good practice to do so as this ensures clarity and a formal record for both parties. It is also good practice to send out a written statement of Terms and Conditions of Employment with an offer letter.
- **Contracts.** Law requires that all employees be given a written statement setting out the main terms and conditions of employment within the first two months of employment. You must comply with statutory requirements on working hours and leave. Some types of employment will require a Criminal Records Bureau check to be undertaken.
- **Induction.** This aims to support and integrate an employee into your organisation quickly and easily. A useful tool to assist with this is an 'Induction Checklist'.
- **Training.** It is common practice to promote the training and development of all employees to further the efficiency of your business. The parameters for training can be set out in a Training Policy.
- **Appraisals.** This can help you measure or assess the performance of your employees, and identify their strengths and weaknesses and any problems that may exist.

For further details about how Pulse Regeneration can help, please contact us.

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- **Disciplinary Procedures.** This will help to set standards of conduct, which are normally set out in the employment contract. Two commonly cited terms include general misconduct and gross misconduct.

Staff Management

It is suggested that the majority of employees spend less than half their time at work being genuinely productive. This can be very expensive and frustrating for your business. However, the employer can sometimes be the cause of the problem through poor staff management. Making your employees feel enthusiastic and motivated is the key to making them highly productive.

Volunteers and Volunteering Good Practice

As well as recruiting staff you may want to consider recruiting volunteers, as volunteer support can be a cost effective method of increasing capacity, introducing fresh ideas, and helping further ground the organisation within the local community. There can also be potential pitfalls, for example, volunteer input would need to be carefully considered in relation to the abilities of the individual and the role of that individual within the organisation.

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