

WHAT IS HUMAN RESOURCES?

1

Planning: the current and future human resources needs of the business and ensuring the right processes and systems are in place to support those needs.

Small Business Society can assist with developing a human resources strategy and plan, leadership coaching and management support, ensuring legislative requirements are met, informing reporting and analytics to make informed business decisions and guide process improvement and technology implementation that support human resources.

2

Attraction: of the right candidates and induction process which sets the employer and employee up for success.

Small Business Society can assist with job design, best practice advertising, shortlisting and interviewing techniques, robust employment contracts and new starter documentation, welcoming induction programs and a structured probation framework.

3

Management: of the development, expectations and behaviours of employees will enable them to be engaged and grow with the needs of their role, the business and customer expectations. It may also require disciplinary action for under-performance, absenteeism, behavioural issues or misconduct.

Small Business Society can assist with a structured performance appraisal process, provide a tailored learning and development framework and ensure a compliant performance management process.

4

Engagement: of employees is an important part in making individuals feel a part of the business, valued for the work they produce and developing a good brand.

Small Business Society can assist with developing targeted health and wellbeing initiatives, salary benchmarking, payroll advice, engaging employee benefits and a structured reward and service award program.

5

Conclusion: is the end of the employment lifecycle and can occur in several ways; redundancy, redeployment, termination by the employer or by the employee.

Small Business Society can assist with ensuring departure processes are compliant and consistent, coaching through difficult conversations and developing mechanisms to collect information through questionnaires and exit interviews.

