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An evaluation of the HR function within an organization and how the function contributes to providing a competitive advantage

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Assessment Cover Page

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|-----------------------------|---------------------------|
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| Assessment Title: | HRM CA1 |
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Declaration

By submitting this assessment, I confirm that I have read the CCT policy on Academic Misconduct and understand the implications of submitting work that is not my own or does not appropriately reference material taken from a third party or other source. I declare it to be my own work and that all material from third parties has been appropriately referenced. I further confirm that this work has not previously been submitted for assessment by myself or someone else in CCT College Dublin or any other higher education institution.

Table of contents

| | |
|---|---|
| Introduction | 3 |
| Part 1 | |
| An evaluation of the HR function within an organization and how the function contributes to providing a competitive advantage | 3 |
| Part 2 | |
| A recommendation of the staff requirements | 4 |
| A draft of an organizational structure for OMS | 6 |
| Job description | 6 |
| Personal specification | 6 |
| Conclusion | 7 |
| References | 8 |

Introduction

Human resources management is all organizational activities concerned with recruiting, training, appraising and rewarding, directing, motivating, and controlling workers. And it can improve the workforce. This work discusses how the RH functions contribute to providing a competitive advantage. It starts with an essay about how the benefits of RH can lead to a competitive advantage. Then brings a recommendation regarding staff requirements and an organizational structure for the owner of Motorway Services.

Evaluation of the HR function and how it contributes to providing a competitive advantage

This essay discusses the analysis of HR function and how it contributes to providing a competitive advantage for a motorway service. According to Vulpen (2023) about 12 human resources functions can lead to a competitive advantage. To elaborate, Putti (2015) explains that effective HR management is based not only on performance but also on service delivery, effective employment relationships, organizational strategy and change, talent management decisions, and organizational design.

The first function of HRM analyzed as a competitive advantage is HR planning. Indeed (2023) reported that HR planning impacts recruiting and hiring talent and performance management. It is explained by Indeed that planning can be a good strategy in the case of motorway service when recruiting more people to meet production/service goals. Or recruiting talent with a specific skill set to complete a specific task or project in the company. Vulpen exemplifies this by saying that HR planning is based on recruiting the right people at the right time and place. Which is linked to recruitment and selection. Another function that can lead to a competitive advantage for motorway services Ltd. Abidoye (2020) states that what makes it is the implementation of values. Also, the strategy of efficiency and effectiveness.

Equally important is performance management. Carbery and Cross (2019) pointed out that it is what motivates employees to perform better in their jobs. Cause it increases the ability, motivation, and opportunity to participate. Equally for managers as employees. Vulpen adds that it can lead to a competitive advantage because it helps staff to develop future skills and competencies. Another important function of HR is learning and developing. Putti (2015) demonstrates that this approach builds organizational value because people are able to perform tasks with greater speed and accuracy and they use resources more effectively.

It can be seen that human resource management has many benefits. Based on the findings of Putti (2015) it can be identified that human resources management deals with recruiting the right people, training, and developing them to achieve better performance. In addition, providing them with a quality professional life to motivate and create commitment. Bhagria (2014) highlights that the value of HRM comes from that quality and mor assertive hiring and training the workforce. The management of the performance system. The creation of culture and values in the organization. Also, HRM is important to manage conflicts and is responsible for developing good relations.

According to Ulrich (2023), HR has never been more necessary and to survive the competitive forces it is necessary for excellence. Ulrich identifies that the focus of RH should be on what it delivers. Such results are generated by value to customers, investors, and employees. To conclude, the owner of Motorway Services Ltd. Should hire a specialist in HRM. As this is the most important factor in sustaining competitive success.

Staff Requirements

The staff requirements were though based on traditional views of how to run a business and manage staff. The owner of Orange Motorway Services Ltd fancy maintaining total control over all decisions, especially those of a financial nature. The following recommendations meet the needs of a 24-hour service station. Organized into 3 main shifts: 6 am to 2 pm, 2 pm to 10 pm, and 10 pm to 6 am. The only differentiation is in administrative roles. such as management, HR, accountancy, and marketing.

| Job title | Number of staff | Explanation |
|-----------------------|------------------------|---|
| CEO | 1 | - |
| Operational Manager | 2 | The head of the organization has handed over the day-to-day operation to his son and daughter. |
| HR Manager | 1 | Someone responsible for staff recruitment and selection hence |
| Accounting Specialist | 1 | - |
| Marketing Analyst | 1 | - |
| Maintenace Technician | 1 | - |
| Cleaner Manager | 1 | |
| Cleaner | 6 | Six cleaners will cover three shifts with 2 employees in each shift. |
| Security Guard | 3 | One security guard per shift will attend the need of the convenience shop protection. |
| Cafe Manager | 1 | - |
| Barista | 5 | Coffee shops are likely to be busier mornings and afternoons. 4 baristas in those shifts and 1 at night should be enough. |
| Deli Clerk Manager | 1 | - |
| Deli Clerk | 6 | 2 working in the morning, 3 in the afternoons (rushing time) and 1 at night. |
| Bar Manager | 1 | - |
| Chef | 6 | 2 chefs working in the café morning and afternoon shifts. 4 in the bar. 2 in the afternoon and the other 2 in morning and night shifts. |
| Kitchen Porter | 2 | 1 morning and 1 afternoon |

| | | |
|---------------------------|---|--|
| Waiter | 8 | 2 in the morning, 4 in the afternoon and 2 at night. All are also responsible for the cashier. |
| Cashier | 3 | One in each shift at the convenience store. |
| Store Assistant | 3 | One in each shift at the convenience store. |
| Convenience Store Manager | 1 | - |

Organizational structure

The diagram is attached at the end of this document due to file size.

Job description

Job title: HR Manager

Reporting to: CEO (farmer)

Tasks and Responsibilities:

- Hiring and interviewing staff
- Administering pay, benefits and leave
- Enforcing company policies and practices
- Planning and delivering training, including the induction of new staff

Person specification

Education:

- University educated, ideally with an MA in Human Resource Management

Professional qualifications required:

- Certification in HR management

- Excellent computer skills including Microsoft packages (Word, Excel, and PowerPoint)

Work Experience:

- A minimum of 3 years of experience in HR management or related field

Soft skills and other requirements:

- Ability to build and manage relationships at all levels of the business
- Experience with Human Resources metrics
- In-depth knowledge of employment law
- Knowledge of HR system
- Administration skills
- Excellent written communication skills

Conclusion

The intuition of the essay was to discuss the value of human resource management and how the function contributes to providing a competitive advantage. It was introduced to an evaluation of the HR function within an organization. Then discussed the benefits of functions and how they can lead to a competitive advantage for the owner of Motorway Services Ltd. With the intention of showing the owner of this company why RHM is important a table of recommendations of the staff requirements and a draft of an organizational structure were created. It is also available a job description for a specialist in RH and a person specification. Once more the importance of human resource management in a company is to create a better environment for the workforce and with that generate better performance, effective work, and most importantly competitive advantage.

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