

Human Resources Officer or Manager

Human resources (HR) officers or managers are responsible for the effective employment of people in an organisation. They recruit, train and develop staff and make sure they are treated fairly and legally. They are sometimes called HR advisors, or personnel officers or managers.

The Work

You could be:

- recruiting staff, which involves writing job adverts, job descriptions and person specifications
- reading job application emails, forms and letters, drawing up a short list, inviting candidates for interview and interviewing them
- preparing staff handbooks and induction materials
- introducing new staff to their duties and arranging training
- working with managers and trade unions to agree pay and conditions and doing regular salary reviews
- making sure equal opportunity policies are followed and dealing with discrimination
- arranging services such as welfare and counselling for employees
- dealing with disciplinary or grievance issues, such as bullying, absenteeism or chronic ill-health
- advising on redundancy and employment law and helping decide which staff could lose their jobs if redundancies are needed.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

The average salary for a new graduate is around £24,000 - £35,000 a year. With experience this could rise to between £35,000 and £55,000 a year. The salary for senior positions can be around £60,000 a year or more.

Conditions

- You would be based in an office.
- You would visit other departments, to speak to staff and managers. In large organisations, you may have to travel to other locations.
- You would work normal office hours, 9.00am to 5.00pm, Monday to Friday.
- You might sometimes have to work late or at the weekends.
- You would sometimes have to work under pressure.
- You would sometimes have to make difficult and unpopular decisions.

Getting In

- Entry to this job is very competitive.
- Most entrants have an HND (SCQF Level 8) or a degree (SCQF Levels 9-10).
- The HND or degree can be in any subject, but qualifications in human resource management, business studies, law, management and psychology are particularly relevant.
- Entry requirements for an HND are 1-2 Highers, and for a degree, 4-5 Highers.
- You could also take a postgraduate course in human resource management or related subject or a Master of Business Administration (MBA) degree.
- You might be able to move into human resources management after following a general management trainee programme for graduates.
- If you don't have an HND or degree, you might be able to work your way up to become a human resources officer or manager from an administrative job in the human resources (or personnel) department.
- Employers prefer you to have or be willing to work towards a qualification recognised by the Chartered Institute of Personnel and Development (CIPD) such as the Certificate in Human Resources Practice or Certificate in Learning and Development.

Every company has a personnel department so you could work in a wide range of organisations, including firms in industry, commerce and retail, organisations in local and central government and the health service.

What Does It Take

You need to be:

- understanding of staff with personal problems or job-related stress
- discreet when dealing with confidential matters
- fair and objective
- decisive and assertive, particularly when disciplinary action is needed or job losses are being announced.

You need to have:

- good business sense, as your decisions could affect the future of the company or organisation
- excellent communication skills
- good number skills for dealing with figures and numerical data
- good IT skills
- negotiation skills and the ability to influence
- the ability to remain calm under pressure, as you may have to make unpopular decisions.

Training

- You would train and gain experience on the job with an employer.
- Many large employers have well organised programmes offering structured training.
- You would also study for relevant qualifications awarded by the CIPD.
- The CIPD offer 3 levels of qualifications: Foundation Certificate, Associate Diploma and Advanced Diploma.
- You can study by part time attendance at college or through distance learning.
- Entrants who have certain qualifications at postgraduate level may be eligible for some exemptions from CIPD examinations.
- The CIPD has four professional levels of membership: Foundation, Associate, Chartered and Chartered

Fellow. Progress depends not only on academic qualifications but also on practical experience and relevant skills.

Getting On

- You could move on to be a human resources officer or manager in a larger company or organisation.
- In a larger organisation you might gain promotion to human resource director or head of human resource management. Employers usually expect you to have a CIPD qualification when applying for higher level jobs.
- You might also be able to move into general management.
- You might set up your own recruitment agency business.

Contacts

Chartered Institute of Personnel and Development (CIPD)

Tel: 020 8612 6200

Website: www.cipd.co.uk

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Statistics

Employment Status : Not available this career.

Past Unemployment - Scotland

No Claimant statistics available for Scotland.

Predicted Employment Statistics : Not available this career.