HUMAN RESOURCE GENERALIST

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Human Resource Generalist**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			

1. Sourcing for talents using digital means
 	
• *Conduct research on various sourcing approaches and tools*
• *Work with hiring managers to review hiring needs and requirements and project future skills needed to perform job roles*
• *Execute talent outreach activities according to a plan:*
  ○ *the digital talent attraction strategy (i.e. LinkedIn, Facebook, Instagram)*
  ○ *innovative recruitment campaigns including media, print, web/online content and event promotion.*
• *Maintain database of potential hires and measure conversion success rate for each sourcing channel*
	• Sourcing approaches or employer brand proposition and strategies must be in alignment with organisation's long term strategic objectives and desired culture
	  – Consultants
	  – Software e.g. Carol
	
	• HR Analytics are used to identify trends and coordinate hiring and staffing plans
	
	• Human resource information system (HRIS) and Applicant Tracking System (ATS) are common tools used to facilitate recruitment
		10 days		

2. Recruiting of candidates online	• Recruitment activities (selection, assessment, offer) are in accordance with organisation's Standard	10 days		

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• *Conduct initial screening of job applications' resumes and relevant skill qualifications online or virtually* • *Liaise with job applicants to administer selection process and assessments* • *Document assessment results in an applicant bank for analysis and future reference* • *Collect information on potential new hires to support the selection processes* • *Prepare employment offer letters and contracts, following standard templates and regulations*	Operating Procedures (SOPs) and regulations e.g. – Tripartite guidelines Central – Provident Fund Act – Employment Act – Employment of Foreign Manpower Act • As a result of the coronavirus outbreak, the entire hiring process may need to be moved online: – Seamless virtual job interview – Provision of a great candidate experience without the benefit of in-person interactions – Storytelling can help candidates get a sense of the company's culture, since you won't be able to rely on on-site visits where they can see it firsthand.			
3. Onboarding of new hires (virtually or in-person) • *Provide coordination and administrative support in the application of work permits,*	• In accordance with organisation policy and procedures relating to new hires • Different types and methods of onboarding programmes to enable the integration and engagement of new hires into the organisation	10 days		

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visa and documentation required for international workforce • *Maintain new hires information packs* • *Assist in the design of new hire onboarding programmes (virtual or on-site)* • *Provide administrative and coordination support for delivery of new hire onboarding programmes* • *Prepare personal file for new hires* • *Coordinate the access set up for new hires* • *Gather feedback from new hires on their onboarding experience*	• Creation of a virtual employee onboarding Program • Training app (offering onboarding, routine training, regulatory courses, quizzes, or professional skill enhancement) to help new hires succeed			
<u>Learning and Development</u> 4. Analyse workforce training and learning needs • *Collate data from line managers about current competencies of their employees* • *Utilise profiling tools to identify workforce learning needs* • *Document learning needs to support the identification of learning programmes* • *Compute learning expenses against allocated budgets*	• HR programmes are aligned to support their application across organisation levels and functions using the competency frameworks within organisation • Statistical applications and tools are used to analyse learning needs	20 days		

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5. Co-ordinate learning programmes • *Document learning programmes to maintain a database* • *Maintain e-learning systems to monitor participation* • *Liaise with nominated internal trainers on learning requirements* • *Source for external learning vendors for learning programmes* • *Apply for grants for learning programmes* 6. Support learning programmes delivery • *Maintain learning programmes schedules* • *Register employees for learning courses* • *Coordinate resources and logistics for learning courses* • *Maintain learning resources inventory* • *Send learning course instructions and reminders to employees* • *Track employee participation rates in learning programmes* • *Generate learning and post-learning reports through evaluation survey findings*	• HR Generalists are to be equiped with the skills and tools to identify learners' needs and answer to their queries: – Mentoring skills – Job Coaching skills – Positive Pyschology			

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<u>Human Resource Systems Management</u> 7. Maintain data in HR systems according to policies and procedures 8. Clarify data request requirements and timelines to confirm need, nature and intended use of data 9. Perform queries on HR systems based on data request requirements 10. Use HR Analytics to identify trends and coordinate hiring and staffing plans	• Technology integration is used to enhance HR operations and service delivery • Documentation of the provision of data are carried out in accordance with relevant policies and procedures • Legal and ethical considerations related to HR information services to be observed.	4 days		