

## Sample Work Experience Bullet Points for Human Resources CVs.

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## List of Job Descriptions/Occupational Profiles:

### Alberta Learning Information Services

<http://www.alis.gov.ab.ca/occinfo/Content/RequestAction.asp?format=html&aspAction=GetTitleSearch&Page=TitleSearch>

### Australian Government- Career Information System

<http://jobguide.thegoodguides.com.au/search.cfm>

### Australian Job Explorer- Occupational Profiles

<http://jobsearch.gov.au/JobExplorer/default.aspx?PageId=AlphaSearch>

### California Occupational Guides

<http://www.labormarketinfo.edd.ca.gov/cgi/career/?PageID=3&SubID=139#A>

### Career Directions -Canadian Career Consortium

[http://www.careerccc.org/careerdirections/eng/e\\_ho\\_set.htm](http://www.careerccc.org/careerdirections/eng/e_ho_set.htm)

### Career Matters

[http://www.ilc.org/cfm/CM/Careers/cm\\_career\\_list.cfm](http://www.ilc.org/cfm/CM/Careers/cm_career_list.cfm)

### Career Zone- New York State Department of Labour

<http://www.nycareerzone.org/text/index.jsp>

### Collegegrad.com

<http://www.collegegrad.com/careers/all.shtml#r>

### Hobsons

[http://www.springboard.hobsons.co.uk/advice.jsp?id=ADVICE\\_JOBS\\_CAREERS\\_PROFILES](http://www.springboard.hobsons.co.uk/advice.jsp?id=ADVICE_JOBS_CAREERS_PROFILES)

### Human Resource and Skills Development Canada

[http://srv600.hrdc-drhc.gc.ca/esrp/english/general/all\\_profiles.shtml](http://srv600.hrdc-drhc.gc.ca/esrp/english/general/all_profiles.shtml)

### Job Web: Career Development & Job Search Advice for New College Graduates

<http://www.jobweb.com/resources/profile.asp>

### Jobs4U Career Database

<http://www.connexions-direct.com/jobs4u/jobFamily/jobFamily.cfm?id=143>

### Kiwi Careers:

<https://www.kiwicareers.govt.nz/default.aspx?id0=3>

### Monster:

<http://jobprofiles.monster.com/>

### ONet Online

<http://online.onetcenter.org/find/>

### Ontario Ministry of Training Colleges and Universities

<http://www.edu.gov.on.ca/eng/career/descrip.html>

**Prospects:**

[http://www.prospects.ac.uk/cms/ShowPage/Home\\_page/Explore\\_types\\_of\\_jobs/plelmjX](http://www.prospects.ac.uk/cms/ShowPage/Home_page/Explore_types_of_jobs/plelmjX)

**Saskatchewan Job Futures**

[http://saskjobfutures.ca/profiles/profile\\_alpha.cfm?site=graphic&lang=e](http://saskjobfutures.ca/profiles/profile_alpha.cfm?site=graphic&lang=e)

**Settlement.org**

<http://www.settlement.org/site/EM/apt/occupations.asp>

**Tennessee Career Delivery Information System**

[http://www.tcids.utk.edu/cgi-bin/tcids/access/show\\_all.pl](http://www.tcids.utk.edu/cgi-bin/tcids/access/show_all.pl)

**US Department of Labour**

<http://www.bls.gov/search/ooh.asp?ct=OOH>

**Vault**

[http://www.vault.com/nr/ht\\_list.jsp?ht\\_type=11](http://www.vault.com/nr/ht_list.jsp?ht_type=11)

**Wetfeet**

<http://www.wetfeet.com/Content/Careers.aspx>

### **HR Administrator:**

- Answering employee queries and ensuring that all queries are handled in a timely and effective manner./ Handling routine HR queries and ensuring timely follow up
- Preparing letters for employees as requested, e.g. Bank, PPS, and Employment Confirmation.
- Dealing with annual leave queries, processing requests and keeping leave and cover records up to date
- Maintaining working time / flexitime records
- Maintaining and updating the filing system ensuring that efficient and accessible filing and administration systems are maintained. This includes:
  - Creating new employee personnel files.
  - Ensuring that all necessary employment documents are received and filed within xx weeks of employment.
  - Ensuring that all employee documents are accurately filed and sorted, e.g. sickness certificates, interview notes etc.
  - Filing employee salary reviews on a monthly basis.
  - Removing all leaver's personnel files from the current employee's filing cabinet.
  - Filing Exit Interviews on the leaver's files.
  - Organising the storage of files offsite as appropriate.
- Assisting with the preparation of the new employee starting information packs to ensure sufficient packs are ready for new employees
- Assisting in developing and implementing the organisations policies and procedures
- Assisting in developing and communicating the Employee Handbook.
- Maintaining an efficient and effective filing system
- Preparing the monthly stationery order for the HR team.
- Sorting and routing both the outgoing and incoming mail for the department.
- Keeping the internal telephone lists up to date
- Auditing Employee files ensuring legal compliance
- Assisting with recruitment (correspondence, setting up interviews, etc)/ Dealing with and fostering links with recruitment agencies and websites to ensure delivery of an efficient & cost effective service/ Setting up job interviews - informing candidates & preparing interview packs./ Participating in the recruitment and induction of new staff
- Managing the administration of maternity leave/ Monitoring requests for Parental and Force Majeure Leave across the organization
- Obtaining and supervising work experience staff.

### **Compensation & Benefits Manager**

- Dealing with employee queries, efficiently and confidentially.
- Setting up new employees, developing and maintaining the superannuation register in line with statutory instruments.
- Ensuring that all statutory superannuation deductions are deducted as appropriate
- Providing annual benefit statements to staff / Managing retirement, risk and medical benefits

- Calculating pension benefits for retirements and early retirements. /
- Providing an efficient, professional and confidential service to staff dealing with all related queries.
- To keep up to date with superannuation regulations
- Handling all processing associated with employee benefits.
- Monitoring salaries to ensure a balance between cost control and attracting and retaining staff/ Ensuring & communicating a competitive market position/ Developing and implementing innovative programmes to attract and retain key players in line with company's policies
- Researching and analysing salary scales and benefits offered by other employers/ To Conducting research to establish "best practice" in Compensation and Benefit strategies.
- Keeping up to date with trends and development in compensation and benefits and recommending improvements to existing plan, programs and procedures.
- Developing policy in relation to the Groups pension schemes and pension schemes generally with respect to the schemes future development

#### Employee Relations:

- Implementing the Employee Relations Agenda.
- Managing relations with trade unions.
- Ensuring that the selection process is in accordance with best practice.
- Managing individual and collective compensation and benefit issues.
- Ensuring that the performance management system is operating effectively.
- Participating in employee involvement initiatives.
- Contributing to company strategy in terms of organizational development.
- Assisting in the development and delivery of training in relation to people management issues.
- Writing new policies and procedures to take account of changes in legislation, etc.
- Proactively improving the service provided to the business.

#### HR Officer

- **Policies & Procedures:** Ensuring the implementation of, application and adherence to HR Policies and Procedures. / Advising and coaching the management team on best practice within HR / Reviewing, implementing and maintaining the full range of policies and procedures required by HR best practice./ Reviewing and evaluating policies and procedures to ensure they are revised and updated in a timely fashion/ Developing policies on issues including performance management, working conditions, disciplinary procedures and absence management/ Maintaining employee handbooks, ensuring employment policies are compliant with local legislation./ Recommending changes and improvements to existing processes.
- **Strategies:** Contributing to the development of HR strategies and plans and support their implementation.
- **General Overview:** Providing a generalist HR service including recruitment, compensation & rewards, employee relations and best practice value driven HR policy development/ Maintaining the HR Intranet

- **Recruitment:** Conducting analysis to determine staffing numbers, skills and needs to meet the organisation's objectives / Analysing the skills and experience required for each particular job and develop job and person specifications.
- Co-ordinating the recruitment process through to offer stage / Developing a strategic approach to the recruitment and selection process/ Assisting with the recruitment of temporary and permanent staff, and administering contracts and terms and conditions of employment./ Ensuring recruitment and selection processes are in line with best practice/ Managing recruitment activity from sourcing to final placement of candidate/ Overseeing the recruitment and selection process and development of new recruitment strategies./ Developing the Recruitment & Retention strategy
- **Induction Training** - Ensuring all new employees receive effective induction training/ Overseeing the induction program for new hires
- **Employment Law:** Providing support/guidance/ advice to line managers on employment law, disciplinary and grievance procedures. / Ensuring the company is up to date and compliant with current legislation./ Ensuring the company remains compliant in changing legislation in the area of Labour & Employment Law./ Managing the disciplinary & grievance process/ Assist in processing employee grievances and in dealing with employee disciplinary issues in conjunction with relevant management/ Conducting disciplinary investigations./ Providing coaching and advice to line managers on policies with particular emphasis on employment law issues
- **Communication:** Creating effective lines of communication in order to facilitate positive employee relations.
- **Career Planning:** Preparing Career/Succession Plans. / Developing career plans for xxx roles
- **Appraisals and Performance Management:** Supporting the Performance Appraisal Process. / Implementing an effective performance management system/ Developing and implementing organisational development programmes in line with strategic plans.
- **IR Issues:** Liaising with Union representatives on industrial relations issues./ Liaising and meeting with shop stewards and union representatives within internal and third party forums as required/ Responsible for Employee Satisfaction survey Conducting internal interviews
- **Pay and Study Support:** Managing the Educational Assistance Program / Generic pay issues - range setting. / Assist in the update and maintenance of the annual training schedule/ Management of all benefits to employees and information flow to payroll each month/ Advising on remuneration issues including promotion and benefits/ Undertaking salary reviews
- **Exit interview:** Conducting exit interviews, ensuring data is tracked on exit employees so that underlying trends can be identified, and appropriate actions put in place / Co-ordinating & collating Exit Interviews with employees to ensure that this valuable feedback can be fed into the retention process
- **Administration:** Manage HR administration including maintenance of individual employee files and co-ordinate and provide information to employees on all facets of benefits – eg BUPA, Pensions, Bonuses/Acting as a source of information to staff members on the existing package of benefits including Voluntary Health Insurance, Salary Protection Plan, Group Savings/Loan Scheme, PRSI benefits and contributions, etc. Prepare contracts of employment and ensure that employment contracts are up to date/ Maintaining appropriate records and providing statistical information as required to assist in preparing staffing and succession plans/ Headcount Management, providing regular reports on absenteeism, probations etc/ Managing the administration of maternity leave/ Monitoring requests for Parental and Force Majeure Leave

- across the organization/ Issuing monthly HR Reports- Contractors report, Starters Leavers Transfers etc, Leavers / Turnover Report, Open Positions report
- **Absence:** Assist in the management of absence and in addressing turnover issues./ Ensure the monthly reporting of absence, turnover etc are completed and acted upon as appropriate

### Recruitment:

- Representing the company at recruitment events
- Ensuring the relevant approval is in place before the recruitment process commences. / Ensuring that recruitment is authorised and that procedures are adhered to./ Co-ordinating recruitment and selection of employees to meet approved headcount requirements.
- Drafting job specifications with Line Managers and placing recruitment advertisements in XXX . / Meeting with Senior Management to discuss competencies required for particular opportunities. Using these competencies to develop job specifications/ Preparing job and person specifications.
- Developing relationships and liaising with Hiring Managers on a daily basis
- Circulating details of vacancies internally. / Creating adverts and managing the internal and external recruitment process.
- Checking CVs already on file.
- Sourcing and attracting candidates/Contacting employment agencies and/or FAS. / Managing the use of recruitment agencies in a cost effective manner./ Researching and utilising the most time and cost effective methods of identifying quality potential employees/ Coordinating all recruitment sourcing including advertising (print and web based), employee referrals and personal networking
- Dealing with telephone inquiries resulting from advertisements.
- Distributing applications to relevant Departments./ Liaising with the Heads of Departments to arrange interviews. / Screening, logging and distributing CVs and scheduling interviews./ Provide quality screening and selection service to hiring managers
- Contacting applicants to arrange interviews./ Setting up and conducting interviews./ Interviewing in line with required competencies using a structured interview technique./ Conducting psychometric testing where required/ Scheduling interviews, ensuring that the appropriate room is booked
- Copying CVs and preparing interview list for interviewers.
- Ensuring interview documentation is maintained. / Ensuring the recruitment effort is co-ordinated i.e. ensured feedback to candidates and agencies and complied with legislation/ Sending interview schedule, CV and interview feedback form to line managers/recruiter
- Preparing contracts for successful candidate. / Handling complex salary negotiations and job offers
- Obtaining references. / Conducted reference checks written and oral
- Arranging work permit/visa when required.
- Ensure that both successful and unsuccessful applicants receive a reply. / Advising agencies of interview outcomes and any feedback to be extended
- Notify the Payroll Officer of new staff and any changes in salaried hours of existing staff.
- Monitoring temporary contracts / fixed term contracts and advise Heads of Departments a month before expiry.
- Dealing with miscellaneous telephone inquiries regarding employment. / Sending turndown letters/e-mails to speculative applicants

- Provide adequate guidance for the Heads of Departments and Supervisors on Human Resource matters.
- Processing agency invoices and ensuring that they are correct, prior to issuing to finance for payment

### **Recruitment Consultant**

- Sourcing, screening, interviewing and selecting candidates
- Utilising all recruitment resources to attract quality candidates / Ensuring a consistent flow of candidates by composing advertisements for Internet recruitment sites, trade and national press publications./ Developing new initiatives to attract candidates and raise the status of the group – referral schemes, mailshots, headhunting key personnel etc.
- Taking detailed job specifications and writing both job and personnel descriptions
- Matching suitable candidates to clients specifications
- Working to targets
- Liaising internally to optimise existing candidate database and subsequent recruitment drives
- Business Development/Sales activity including outbound sales and client relationship management
- Administration of recruitment activity and database management
- Meeting with key clients and presenting at senior management level on performance against agreed objectives./ Providing quarterly performance feedback to key clients – revenue generated, number of hires, spread of roles, turnaround time, ratio of CVs to interview and interviews to placement and also retention statistics./ Extensive communication with key clients to monitor levels of satisfaction and to consolidate position as preferred supplier.
- Participating in recruitment fairs to promote the profile of the company and to enhance the flow of candidates.
- Constantly developing and managing key client accounts by carrying out on-site visits. These are utilised to maintain and strengthen client relationships and to improve our understanding of their business and culture.
- Selling both the company and the opportunity to the candidate.
- Interviewing and qualifying candidates on behalf of the client using competency interview techniques.
- Preparing evaluations on the suitability of applicants for particular positions.
- Liaising and negotiating with both clients and candidates as the situation evolves and providing comprehensive interview feedback at each stage of the process.
- Making recommendations on applicants starting salaries as well as making formal job offers.
- Managing candidate expectations throughout the hiring process, closing the candidate at each stage and ensuring a high ratio of offers to placement.
- Assisting with the production of comprehensive salary reviews and advising client companies on current salary and benefit levels in the marketplace to ensure retention of staff.

### **Training & Development**

- Managing the assessment, development, delivery and evaluation of training and organisational development programs based on business objectives./ Responsible for Training Needs Analysis, Training Tracking, and Training scheduling and delivery as required

- Conducting Training Needs Analysis/ Use questionnaires and surveys in consultation with managers and staff to analyse training needs./ Undertaking an annual training needs analysis, addressing both behavioural and technical skills and identifying appropriate interventions to address those needs within the budget
- Designing training and development programmes/ Liaising with business managers to ensure that the training provided assists them in achieving their business goals
- Effectively manage the Training & Development Budget
- Ensuring training procedures and records are compliant with ISO 9001.
- Delivering assessment tools (e.g. 360 degree feedback, Values Survey).
- Managing the Educational Assistance Program
- Ensuring all new employees receive effective induction training
- Developing training resources - preparing notes and visual displays.
- Evaluating the effectiveness of training programs.
- Resourcing and managing external and internal providers.
- Communicate training programs and initiatives to all employees
- Managing budgets, advising each department on how to use their budget to ensure that training needs are met