

3.1 The Role of Human Resources

Key Words

Role of HR



- Human Resources refers to everything to do with employees in a business
- The role of HR links to all other parts of Unit 3
 - How staff are organised (3.2)
 - How staff are communicated with (3.3)
 - How staff are recruited (3.4)
 - How staff are motivated (3.5)
 - How staff are trained and developed (3.6)
 - How staff are protected by the law (3.7)

Human Resource Plan



- A human resource plan will outline what employees a business will require. It may include:
 - How many employees
 - Who will manage who
 - Types of contracts
 - Budget for salaries

Identifying HR needs

A successful business will need to plan its human resources carefully.

Some examples of the role of HR and would cause the HR department to react:

1. A sudden increase in demand which put pressure on stores, requiring them to either employ more staff temporarily or pay overtime to current employees
2. A business has invested in a new piece of technology and staff need to be trained – the HR department would look to organise the training
3. A bunch of temporary staff have been employed by a department store for the Christmas period and the HR department needs to organise induction training for them
4. A business has decided to relocate and needs to start a recruitment process for new staff
5. The business performed badly last year and the budget has been cut – the HR department needs to rethink its methods of motivation in order to save money



Human Resources – are the workers employed by a business.

Human Resource Plan – is a plan detailing workers a business needs – how many, whether they will be full- or part-time, the skills they should have and when they will work.

The Purpose of Human Resources – is the work that must be done by human resources. It is usually broken down into a number of different jobs.

Quizizz – test yourself!



Exam Style Question



Video Links



Extended Reading

