

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Develop improvement solutions for human resource (HR) operations and service delivery
Code	107027L5
Range	Developing practical improvement solutions for HR operations and quality service delivery. This applies to the development of improvement solutions with relevant stakeholders for effective and efficient HR operations and service delivery according to different stakeholders' needs, together with an estimation of the investment and budget required.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the key elements of an effective and efficient HR operations and service delivery in order to develop and implement improvement solutions for HR • Understand the performance gaps or improvement opportunities of HR operations and service delivery 2. Applications and Processes <ul style="list-style-type: none"> • Develop a proposal with budget for improving HR operations and service delivery • Identify workforce, resources and cost required to implement HR solutions for improving effectiveness and efficiency of HR operations and service delivery (e.g. engaging services of external vendors) • Coach each HR function to develop a quality focused mindset by setting up service level agreement or customer satisfaction metrics • Maintain clarity of HR procedures and remove hidden problems (e.g. bottlenecks, long processing time, HR related terminologies and jargons) • Maintain close communication with major stakeholders (e.g. employees, vendors) during implementation of HR solutions and resolve reported issues in a timely manner • Analyse the impact of implementing an HR solution on different departments 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Explore ways to improve effectiveness and efficiency of HR operations and service delivery • Evaluate performance of HR professionals based on the identified HR competencies
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of improvement solutions with budget for improving HR operations and service delivery. • Establishment of service level agreement or customer satisfaction metrics for each HR function. • Execution of adopted HR improvement solutions and follow up impact evaluation.
Remark	