



EMPLOYERS. & employees expectations

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IN ANY ORGANISATION, both the employer and employee have certain expectations about how the workplace will operate.

When hiring new employees, it helps if employers have a clear idea about what to expect from potential recruits. Just as importantly, when making the decision to work for a particular company, employees need to determine their own needs and requirements.

Generally, employers make hiring decisions based on whether they feel the new employee will be able to increase/maintain productivity and therefore profit for the business. Employees, on the other hand, choose to work for a particular organisation based on factors such as their job responsibilities, salary, work conditions and management style. Let's look at the employers and employees expectations in more detail.

What Employers Expect

There are basic characteristics that employers look for in their employees. Having someone who is dependable, presentable and who has the skills and experience to contribute effectively to their business are generally a top priority. When hiring a new staff member, employers need to consider whether the candidate has the following attributes:

- Skills – Relevant experience and ability to perform the required work tasks and the potential to learn new skills.
 - Personal Appearance – Dress, grooming and hygiene, personal manner.
 - Dependability – Regular attendance at work, punctuality (including arriving to work on time and returning from lunch/breaks on time), completing work duties to deadline, accepting responsibility and following the company's rules and guidelines.
- Other expectations for employers to consider include whether the employee has:
- Positive attitude
 - Strong work ethic
 - High integrity and honesty
 - Ability to work within a team and independently when required
 - Ability to demonstrate initiative
 - Ability to communicate and provide input when required
 - Ability to ask questions when in doubt
 - Ability to admit to mistakes
 - Networking skills
 - Commitment to maintaining confidentiality and privacy

- Commitment to maintaining agreed standards of performance
- Commitment to complying with health and safety policies and procedures

Although employer priorities may differ, it is important to have a set list of expectations which can then assist you both in the selection of new staff and the ongoing assessment of current employees.

What Employees Expect

Just as employers have set ideas about their staff, employees will generally have a pre-determined list of expectations of their employers. Below is a list of issues that employees typically consider:

- Responsibilities – Is there a clear agreement on working duties and responsibilities?
 - Support – Is there ongoing training and education, necessary resource materials/supplies provided, technical support (including computers and equipment repairs)?
 - Communication – Is the employer available to listen to concerns and provide guidance as needed, is there good communication between departments and is there the opportunity to provide input in company decisions/directions?
 - Treatment of Staff – Are employees treated with respect and consideration?
 - Salary – Are the rates of pay in line with the market and fair according to experience, work responsibilities and performance?
 - Career Opportunities – Is there attention paid to career and succession planning and opportunities for career development and progression?
- Other things employees can expect from their employer include:

- Unbiased and open recruitment procedures
- Regular and appropriate feedback about performance
- Availability of flexible work schedules
- Good working conditions including freedom from harassment or discrimination
- Equal employment opportunities
- A commitment to complying with health and safety policies and procedures?

Whether you are an employer or employee, having a clear understanding of your expectations and the ability to communicate these effectively to the other party, will help contribute to a happy, productive and efficient workplace, the ongoing retention of the team and a profitable outcome for all.

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