



JOHN HACKETT
DIRECTOR, EVENT
RECRUITMENT

what do you EXPECT?

EMPLOYERS AND EMPLOYEES have certain expectations about each other and their workplace, as John Hackett explains.

When hiring a new employee, employers will normally have a clear idea about what they expect from their potential recruit. Just as importantly, when making the decision to work for a particular company, a new employee will have determined their own needs and requirements.

Generally, employers make hiring decisions based on whether they feel a new employee will be able to ultimately increase productivity and therefore profit for their 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. In fact, a recent survey we undertook found that management style was the most significant factor in determining an employee's ongoing job satisfaction.

So what do employers expect?

An employee's ability to increase business productivity and ultimately profit will depend largely on their skill fit and whether they have relevant experience and ability to perform the required work tasks, and also the potential to learn new skills. But employers will also have other important expectations that they will be considering for any future employee. These will include factors such as a person's integrity, presentation and communication and their cultural fit.

Specifically, the following will likely be on an employer's wish list of employee expectations:

- Do they possess high integrity and honesty?
- Do they have the ability to communicate and provide input when required, ask questions when in doubt and admit to mistakes?
- Do they take pride in their personal appearance – dress, grooming and personal manners?
- Are they dependable; i.e. display low absenteeism, punctual, complete work duties to deadline, accept responsibility, etc?
- Do they have a positive attitude?
- Do they possess a strong work ethic?
- Are they able to work within a team and independently when required?
- Do they have an ability to demonstrate initiative?
- Are they committed to maintaining agreed standards of performance, the company's rules and guidelines, confidentiality and privacy, etc?

And what about employees?

Just as employers have certain expectations about their staff and new recruits, employees will also have a pre-determined list of expectations concerning their employers. Following is a list of issues that employees typically consider:

- Are there clearly defined work duties and responsibilities? (usually in the form of a job description).
- Does the employer communicate their expectations around the organisation structure, "lines of command", company culture, etc; i.e. does the company offer a formal induction process for new recruits?
- 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 to company decisions and direction; i.e. does the employee feel engaged, validated, etc?
- Are employees treated with respect and consideration?
- Are the rates of pay in line with the market and fair according to experience, work responsibilities and performance; i.e. does the employer provide regular manager meetings and feedback, periodic performance appraisals and salary reviews?
- Is there ongoing training and education available along with the necessary resource materials, office supplies and technology including technical support, etc?
- Is there attention paid to career and succession planning and opportunities for career development and progression, including fair and open recruitment/promotional procedures, etc?
- Are there good working conditions including freedom from harassment or discrimination, compliance with health and safety policies, equal employment opportunities, etc?
- Is there the availability of flexible work schedules if required?

Although both an employer and employee's priorities may differ, it is important that expectations on both sides are formulated but also clearly enunciated between employer and employee and vice versa. This will not only assist the employer in selecting appropriate new staff and the ongoing assessment of their current employees but it should also contribute to a happy, productive and efficient workplace, a stable team environment and a profitable outcome for all.

For further information contact Event Recruitment on 02 9279 2019 or email info@eventrecruitment.com.au.