

NEWS

LEADING LAWYER PREDICTS SUMMER OF EMPLOYEE DISCONTENT

A leading employment lawyer is predicting a summer of drinking, discontent and dismissals as a cocktail of employee-unfriendly circumstances starts to focus on summer 2008. Jonathan Whittaker, employment partner at SAS Daniels, Cheshire's biggest law firm, says he's not expecting rioting in the streets - but there may well be unprecedented unrest in the office.

"We're due a consistently hot summer, but we're also a country yet to fully discover the workplace performance benefits of air conditioning - top that with personal finance pressures, likely threat of job losses, huge pressures on staff to perform more efficiently and more productively, and the workplace becomes a true pressure cooker," said Jonathan Whittaker. "I expect to see claims of employees going AWOL, returning from lunch on a hot summer day with a good few beers in them, creating fictional off-site meetings - anything to break up a hot, relentless and high-pressured day.

"But a key issue - and something that has brought together not just the workforce but the nation - is that for the first time in many years there will be no major summer sporting event involving popular-interest UK sports teams this summer. Not being involved in Euro 2008 is a tremendous downer: in past years rugby, cricket and football tournaments have been an excuse for management to take their foot off the staff pressure pedal, and break down the barriers between the ranks.

"Yes, we have the Olympics, but time zones mean the main events will be happening in the middle of the night. We've all seen the positive effect in the past of same time-zone weekly sporting contests: half the workforce gathering in front of the telly in reception or the canteen as a home nation gets one over the competition in football, cricket or rugby: it creates a buzz and camaraderie that is difficult to generate in a normal working day."

IF YOU WANT TO BUILD YOUR CAREER, SPEND TIME AWAY FROM WORK

Job prospects and long-term career success are increasingly being influenced by individuals' willingness to mix their working lives with time spent studying. Figures published by the Chartered Management Institute show that employers are attracted to staff who show commitment to their own professional development, because of the knock-on effect this has on business.

The data, which comes from a series of research projects undertaken over the past four years, has been issued in the run up to 'Learning at Work' day - a national campaign spearheaded by the Campaign for Learning.

According to the findings, employers accept that their staff will move on to other jobs, but see immediate 'business need' as a key factor to encourage learning. Asked to identify reasons for supporting employee development, the top 3 responses were: 'strategic business requirements', 'improving individual prospects for progress' and 'enabling staff to do their job'. Individual respondents also gave a clear indication that they see value in time spent learning; a rating of 6 out of 10 was given when managers were asked if they had been 'rewarded and recognised' for undertaking development programmes.

Managers were also asked the extent to which learning had helped their career. 24 per cent said that achieving a qualification led to a promotion and 23 per cent received a salary increase. The

same proportion (23 per cent) transferred their skills to a new career and 22 per cent got a new job in the same industry. Half (53 per cent) claimed that they also gained more respect from colleagues and 70 per cent focused on the opportunity it gave them to 'refocus' their career.

Looking ahead 5 years, 1 in 3 employers also believe that their managers will become 'more concerned about professional development'. More than half (54 per cent) argue that managers will also need evidence of transferable skills to move across industry sectors, with a similar proportion (51 per cent) suggesting success will be based on 'broad business knowledge'. These findings come in the wake of wider research which revealed that a combination of studying for qualifications and on-the-job experience has overtaken 'natural ability' as the key ingredient for successful management and leadership.

Jo Causon, director of marketing and corporate affairs at the Chartered Management Institute, says: "It is becoming increasingly clear that, if individuals want to succeed, they must invest time in continually updating their skills. But studying on its own is not the answer – how managers apply what they learn in their relationships with customers and colleagues is critical to ongoing success."

Most respondents admit that 'taking time out' to learn new skills improves their self-awareness and interpersonal capabilities. For example, 79 per cent suggest that one practical benefit is the development of their leadership skills and 66 per cent believe they are better equipped to deal with interpersonal issues as a result of studying for a qualification.

Tricia Hartley, chief executive at the Campaign for Learning adds: "Learning whilst working can be a considerable challenge, particularly with the pressures we all face to deliver on time, every time. However, it is clear from this research as well as the feedback we receive from the many organisations taking part in Learning at Work Day that there is no substitute for continuous learning, as without this the ability to meet new and changing demands is diminished."

WORK OPPORTUNITIES

REMOTE TECHNICAL SUPPORT SPECIALIST

Do you want to join something special? Our breakthrough technology in the utility storage computing market is turning heads. As such we need two new engineers to support our growing customer base in EMEA. This role will suit an experienced trouble-shooter with O/S (UNIX & Windows) and storage (NAS, SAN, DAS, fibre switches, etc).

You will provide customers phone and email based support on both hardware and software issues. So we require good problem solvers. Although our new offices in the UK will open this year, the role will **start off based from home**. Therefore, it is essential you can work on your own initiative.

Salary £35,000 to £42,000. <http://tinyurl.com/46zurf>

SENIOR SOLUTIONS DESIGN CONSULTANT - MITEL 3300 ICP

A blue chip communications provider seeks a **home based** pre and post sales Senior Solutions Design Consultant with an excellent understanding of IP Telephony / VoIP to provide design services on Mitel IPT solutions for clients.

You are responsible for pre-sales and post-sales support on Telephony solutions; qualifying opportunities, proposing, positioning, presenting solutions and building close technical relationships with clients. Full working/design knowledge of Mitel 3300 ICP and Mitel 3100 ICP is essential, with several years experience as a solutions design consultant / technical architect and ideally with exposure to some or all of the following:

- Mitel 6110 Contact Centre,
- Mitel 6160 Intelligent Queuing,
- Mitel IP-Dect, Mitel 6010 Teleworker,
- Mitel Operations (Ops),
- Mitel Enterprise,
- Mitel Speech Server, and/or Mitel NuPoint Messenger.

You will have experience migrating legacy to IPT platforms and preferably have some Cisco exposure (accreditations such as CCNA, CCNP are highly advantageous).

Home based. Salary £45,000 to £50,000 + commission + Car Allowance.

<http://tinyurl.com/3oqzo5>

PRE SALES CONSULTANT

On-Demand Business Management Software - Start-Up - This successful US company, specialising in PSA software for IT Service providers, is starting up in the UK and needs an experienced Pre Sales Consultant to work with the remotely based sales team.

You will need to have experience working with this type of software or very similar and understand and be able to evangelise about the on-demand model. This is a great career opportunity with a company at the leading edge of technology. **Home based** in the South East of England

Salary £40,000 to £60,000. <http://tinyurl.com/3obw9l>

DUTCH SPEAKING MARKET RESEARCHERS

Do you want to?

- **Work from Home**
- Earn £9.00 per hour
- Work 4-5 hours per day
- 1-2 weeks duration

You need to be/have...

- Dutch mother-tongue speaker
- Able to work from home for 4-5 hours per day
- Previous Market Research experience

You must have a landline/Skype connection/or be equipped to use phone over the internet. (You will not incur a cost for any phone-calls/we cover all phone call costs). You will be conducting interviews in Dutch – with owners of small to medium businesses. You will be required to work 4-5 hours per day between the Dutch business hours.

This position is a temporary role for 1-2 weeks, though if you perform well you will be fast-tracked to further suitable positions. The project will start on Tuesday 3rd June.

Salary £9.00 per hour. <http://tinyurl.com/3qxmnr>

TRUST CONSULTANT

Our client is the one of the UK's leading wealth managers, they serve affluent, high net worth and intermediary clients worldwide, providing international and private banking services.

This role is **based from home**.

You will provide technical support to the bank's sales force, give joint presentations to clients and be the focal point for all technical knowledge.

Salary £30,000 - £55,000 plus car, full range of benefits, bonuses. <http://tinyurl.com/4zcoax>

PA SECRETARIAL ROLE

Focusing on both the public and private sector, we offer an unrivalled range of software and solutions to some of the country's leading organisations. Our clients include the Central Statistics Office (Ireland), the Department of Health, many Local Authorities, NHS Trusts and Social Housing providers, as well as leading commercial organisations such as Cable & Wireless and Peugeot.

Required for one to one support plus team support. You will be **based from home** for the first few months whilst premises are acquired following a company acquisition. Duties to include;

- Diary management
- Secretarial work
- Travel arrangements
- Logistics
- Some HR

You will have solid experience along with top notch Word, excel, PowerPoint and outlook skills. Salary £25,000. <http://tinyurl.com/3vnh7j>

TECHNICAL WRITER

Our client designs and develops sophisticated security, access control, building management and video systems for world markets. They are seeking a Technical Writer for the development of their technical manuals. You, as an experienced technical writer of security systems manuals, will be responsible for the following:

- Writing of technical manuals
- Production of technical data sheets and training material
- Designing and writing on-line documentation for windows based products
- Basic graphic design

Applicants should possess a working knowledge of:

- access control documentation
- Microsoft Windows and Office
- Adobe FrameMaker, Adobe Illustrator, Quark Express and CorelDraw would be advantageous
- Doc-To-Help or an equivalent on-line help package

Minimum of 2 years experience in technical writing required. Good English language skills and some formal training in writing are mandatory for this position.

Contract **based at Home** anywhere. The role does allow for you to work remotely from our clients HQ in Ireland.

Salary £3,000 - £3,500 per month. <http://tinyurl.com/4che7e>

RETAIL DISTRIBUTOR

Our organisation is looking for ambitious and hardworking individuals/couples who wish to succeed in a fast-growing home shopping business. This business will suit those looking for flexible hours, **working based from home**, either part-time or full-time, without affecting other commitments.

DUTIES: Distribution and collection of our retail books, coupled with stock ordering and arranging and delivery of customer-ordered merchandise. As the products sell themselves, you will NOT be cold calling and you do not need previous experience in sale or retail for this role as FULL training will be provided.

Earnings start at £5.00 per hour whilst training, rising to £25+ per hour after six months.

Opportunities exist to move to Team Leader status for those prepared to take on further learning, resulting in an increase in income.

<http://tinyurl.com/4tdz6u>

CORPORATE HR PROJECTS MANAGER

An employer of choice with over 10,000 personnel across 1,100 sites is desperately seeking a confident and credible Corporate HR Projects Manager to join the organisation. **Based from home** with an element of travel, you will act as a Project Manager for all Corporate HR projects, reporting regularly on progress to the Head of Corporate HR. Duties will include:

Leading on a number of high profile Corporate HR projects; monitor and report progress to the Head of Corporate HR; research employment law, policy and best practice.

Supporting the implementation of revised HR policies and practices including:

- Designing a Diversity strategy
- Establishing a corporate Employee handbook
- Reviewing contracts of T&Cs

You will also have a degree of operational responsibility and take part in some D&Gs, ER cases, dismissals etc.

To apply you must have experience of having managed a large and varied project caseload. This opportunity is for an initial period of 12 months and is offering a salary of up to £38,000 + excellent benefits. You will be supported by an expansive HR team and will offer you the chance to develop as a HR professional. <http://tinyurl.com/3lddlit>

LEARNING & DEVELOPMENT OFFICER

Opportunity to join a well known global services organisation and be responsible for training across the Luton/Bedfordshire region. As part of a committed team as L & D Officer you will be specifically responsible for identifying the training requirements and delivering effective solutions to first-line managers across your region. The key elements of the role are:

- Evaluation of previous training and assessment of future requirements using a consultative approach.
- Designing and developing training initiatives in the areas of technical and managerial skills.
- Ensuring all areas of the business are aware of the initiatives available under the Learning and Development scheme.
- Highlighting potential employees within the business in line with the talent management and succession planning programmes.
- Maintaining and supporting government funded initiatives e.g. Learning & Skills Council NVQ programmes

The criteria for the right candidate will include training ideally gained in a multi-site environment. In addition you will have excellent communication and presentation skills with the ability to manage your own time effectively. This role can be **based at home** for your own convenience. Salary £20,000 - £21,000. <http://tinyurl.com/65of2q>