

CONVERSATIONS

TALENT SOURCING, MADE MORE CONVENIENT

This April, two career fairs brought together more than 30 employers from the Human Capital Partnership Programme and over 2,000 jobseekers to fill about 500 job vacancies in a faster, smarter and more efficient way.



All the participating employers, including Human Capital Partners at the Community Career Fair.

As part of continuous efforts to create and deliver more value for employers in Singapore, the Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP) and Workforce Singapore (WSG) have been working together to support employers' recruitment initiatives. Earlier this year, two career fairs were held - one digital, and the other at a concentrated physical location - to help ease the recruitment and job-seeking process for employers and jobseekers.

ACCESSIBLE ANYTIME, ANYWHERE

Taking job hunt efforts online

THE VIRTUAL CAREER FAIR

15 to 30 April 2019

To widen the pool of job applicants and enhance convenience and accessibility, WSG and TAFEP's Human Capital Programme Office organised a virtual career fair for Human Capital Partners (HCPartners) looking to fill Professional, Manager, Executive and Technician (PMET) vacancies. Jobseekers and employers were able to look for the right job fit with convenience, through video and text chats, video resumes, and customised screening questions. The fair attracted about 1,000 jobseekers.

Available jobs included those for business analysts, finance managers, human resource managers, engineers

and software developers from the manufacturing, finance, IT, media and hotel industries. KPMG was one of the HCPartners seeking new talents for its team.

"The submissions tend to be from local industry veterans or mid-career switchers with interesting backgrounds. This broadens the candidate shortlist, and adds more diversity to our recruitment process," said Mr Bryan Ong, Associate Director (Talent Acquisition), People, Performance & Culture at KPMG.

Mr Ong also highlighted how jobseekers can benefit from these fairs.

"Such events provide convenience for applicants - they can apply for roles immediately once they gathered the information or cleared their doubts using the chat function, without the need to be present at a fair."

The Virtual Career Fair offers greater convenience for prospective employers, a wider outreach to a targeted audience, and another channel for digital-savvy candidates to apply and for us to interact with them.

- Mr Bryan Ong, Associate Director (Talent Acquisition), People, Performance & Culture at KPMG

A LOCATION-SPECIFIC CAREER FAIR

Maximising the search for talents in Kampong Admiralty

ADAPT & GROW COMMUNITY CAREER FAIR

24 April 2019

Another career fair - this time, a physical one - was held to give jobseekers a chance to meet recruiters face-to-face to find out more about available positions. Held at the Kampong Admiralty district, the one-day fair comprised employers located within the vicinity, and attracted about 1,000 jobseekers. Companies offering more than

10 vacancies set up booths there, recruiting for positions such as technicians, healthcare associates, cashiers, sales assistants and cleaners. Seven of the 12 employers were HCPartners from the different industries including healthcare, manufacturing, food and beverage, hospitality and engineering. One of them was Park Hotel Group, which was looking to fill positions such as guest service officers and food & beverage captains.

"For jobseekers, visiting physical fairs gives them the chance to hear directly from employers on available positions, or even better, positions that they never knew they could be up for!" said Ms

Christine Chan, Group HR Director at Park Hotel Group.

The job fair enables employers to gain access to a large number of candidates in a one-stop environment.

- Ms Christine Chan, Group HR Director at Park Hotel Group

A FIVE-STAR WORKFORCE

Recognising that its people are its anchor of success, five-star hotel Marina Mandarin is building a workforce that's always learning and growing.

Ms Rozanah Bte Kamis has been an employee of Marina Mandarin for over three decades, making her one of the longest-serving employees with the hotel. She joined the organisation in 1986 as a Food & Beverage Cashier and is today, a Senior Accounts Executive.

On her long service with the organisation, Ms Rozanah shared her appreciation for its workplace environment and benefits, such as its extensive range of courses to encourage employees to continuously upgrade themselves.

"The hotel provides a comfortable work environment and culture, and we are like one 'Family'. Our Department Heads are our mentors and the Human Resource Department is constantly on the lookout for programmes to aid us in achieving our full potential. For example, I have just registered for the SkillsFuture for a Digital Workplace programme," she said.

AN ORGANISATION THAT GROWS TOGETHER

Ms Kamis is just one of the many employees who have benefited from Marina Mandarin's progressive workplace practices. The hotel, which was one of the 15 new Human Capital Partners (HCPartners) announced in May 2019, has always believed in developing its people - right from the start.

Once on board, each employee goes on specially designed training programmes, including hotel orientation, Customer Service & Culture of Marina Mandarin Singapore (the "Merit Difference"), WSQ Work Safely, and an induction programme. They are also assigned buddies to help ease their transitions into their new roles.

The hotel also has in place a wide range of talent development programmes. For example, its managers are encouraged to attend leadership programmes, where they graduate with Professional Diplomas in Leadership and People Management and Advanced

Certificates in Team Leadership. Managers also participate in NTUC U SME's Advanced Learning Programme, which includes a series of workshops in Leadership Excellence, Negotiation Skills, Productivity & Innovation and Human Capital Management.

Additionally, promising associates are selected to enrol in programmes to achieve Certificates, Advanced Certificates or Professional Diplomas in Service Excellence.

Preparing their people for future challenges is another of the hotel's goals.

"We send our employees for courses to prepare them for the digital age. We are also constantly on the lookout for technologies that can improve our processes," said Ms Margie Tay, Director of Human Resources of Marina Mandarin.

PROGRESSIVE WORKPLACE PRACTICES

Marina Mandarin believes in helping its people enhance their lives beyond the workplace. To this end, it has adopted work-life programmes such as flexible work arrangements (FWAs), where it encourages employees to incorporate flexibility in scheduling their work, for example through staggered time, compressed workweeks, part-time work and job sharing.

Rewards are another practice it has adopted to acknowledge staff contributions. One example is the Mandarin Champion, a quarterly reward programme that recognises and incentivises exemplary employees. The Long Service Award rewards staff with gifts for their loyalty and longstanding contributions to the organisation. As well, regular market benchmarking exercises are conducted to keep compensation and benefits competitive.

The hotel also welcomes retiring and retired associates to continue working with it, citing their knowledge and expertise as a boon to the organisation.



Ms Rozanah Bte Kamis at her workplace

"We give these staff the opportunity to convert to part-time work and FWAs. This enables them to plan for their retirement when they are ready," explained Ms Tay.

ON THE HORIZON

Marina Mandarin is currently working with Government agencies such as Workforce Singapore and SG Enable to penetrate relatively untapped areas of employment, such as retrenched workers and housewives who wish to enter the workforce. It is also looking to tap e2i's Inclusive Growth Programme and the WorkPro Job Redesign Rider initiative - grants that seek to help companies improve productivity in the workplace.

The hotel's progressive workplace practices have reaped noticeable benefits for the organisation.

"Our annual employee turnover rate is dropping - we saw a drop of 2.1% from last year, which is significant for the service industry where staff generally come and go," said Ms Tay.

"Our staff are also better prepared and more confident in carrying out their duties, which plays a part in us upholding our reputation as a five-star hotel," she adds.



New batch of HCPartners received their certificates presented by Mr Zaqq Mohamad, Minister of State for Manpower and National Development, bringing the total number of HCPartners to more than 550.

IS THIS WRONGFUL DISMISSAL?

A new set of Tripartite Guidelines on Wrongful Dismissal was released on 1 April 2019. Get a clear picture of what constitutes a wrongful dismissal.

Dismissal is the termination of a contract of service between an employer and employee, initiated by the employer, with or without notice*, including salary-in lieu of notice. This also includes situations where an employee resigns involuntarily.

Wrongful dismissal occurs when an employee is dismissed without just or sufficient cause. An employee who believes that he has been wrongfully dismissed can file a mediation request with the Tripartite Alliance for Dispute Management (TADM).

WRONGFUL DISMISSALS INCLUDE:

DISCRIMINATION
Based on age, race, gender, religion, marital status, family responsibilities or disability

SCENARIO
An employee was dismissed with notice, and no reason was given. Before the dismissal, the employer made numerous discriminatory remarks about the employee's race, stating his preference for hiring someone of another race, which was confirmed by other employees. The employer's conduct showed that he adopted a discriminatory attitude. Taken together, the facts supported the conclusion that the employee was dismissed because of discrimination.

PUNISHMENT FOR EXERCISING EMPLOYMENT RIGHTS
To penalise an employee for taking rightful actions such as rejecting a request to work overtime or filing a mediation request

SCENARIO
An employee filed a mediation request with TADM when his employer failed to pay him his salary for three months. His employer dismissed him with notice after finding out about the request.

DEPRIVATION OF BENEFITS
To deprive an employee of employment benefits/entitlements

SCENARIO
An employee who had worked with the employer for some years was dismissed shortly after she informed her employer of her pregnancy, with no legitimate reasons provided and non-payment of maternity benefits.

FALSE GROUNDS
When the reason for dismissal is proven to be untrue

SCENARIO
An employer dismissed an employee with notice, and cited that the position would no longer exist due to restructuring. It was later discovered that the employer had recruited someone else to fill the position.

* All dismissals, with the exception of termination due to misconduct, must be given with notice.