

NorthEast JOBS

Circulating in Wangaratta, Myrtleford, Bright, Mt Beauty, Beechworth, Yackandandah, Rutherglen, Chiltern and districts

To place an ad, phone 5723 0101 or email classifieds@nemedia.com.au

www.northeastjobs.com.au

6 ways to move past employee engagement to employee experience

EMPLOYEE experience is following employee engagement as the next big thing in getting the most out of staff and that requires a more holistic view, according to recruiting experts Hays.

Businesses are increasingly moving away from a focus on engagement to a more holistic model, known as employee experience.

"It's an approach that still includes engagement at its core, but also covers culture and performance management," explains Nick Deligiannis, Managing Director of Hays in Australia and New Zealand.

Hays spoke to several HR experts and shared the following advice in its Hays Journal on how this more comprehensive strategy can be put in place:

1. Focus on individuals first: Presenting a holistic experience, from the moment an employee arrives (or even before that) to the moment they leave, can be complex. "Experience is a sum of all interactions – but connected interactions, which means organisations have to be more thoughtful about how they set up their workplaces," argues Ben Whitter, Founder of the World Employee Experience Institute. "The key is that experience has to start by firms focusing on the individual first, rather than them being the last port of call, but this is easier said than done."

2. Take a 'vitality audit': According to Jackie Jones, Living Business Design Director at Fjord, the Accenture-owned innovation consultancy, firms really must start from scratch to

redefine all their processes. "Most companies have policies that now seem very clunky," she says. "Given employees now demand greater personalisation – where employees expect companies to know about 'them' and what their skills path needs to be – it's easy to see that an end-to-end approach is needed."

To do this, Jones says firms need to take a 'vitality audit' – to understand all the things that affect the personality of a business

3. Put responsibility on team members: Mathew Paine, Director of Human Resources at the International Convention Centre Sydney (ICC Sydney), says that putting responsibility on team members allows businesses to better match employee expectations of growth.

4. Offer an individual experience to each employee: HR can't just pick a policy and think it's got experience covered.

Janelle Reiko Sasaki, Executive Director, Diversity & Inclusion Services, EY Advisory & Consulting says that in Japan a shrinking, ageing population and a low birth rate means that focusing on employee experience is a must if they wish to attract and retain talent.

She says that trying to offer a more individual experience to each employee is key.

5. Ask staff what they want: Making everyone responsible allows for what Simon Fanshawe, co-founder, Diversity By Design, calls the 'experience deficits' in businesses to be addressed – everything from what people feel are blockers to advancement to how staff feel.

The only way to do it, he says, is to directly

ask staff what they want (something he says remarkably few businesses actually do).

6. Make all departments accountable for experience: Experience can't solely be HR's responsibility. "

The key, says Marianna Karagiannakis, Founder of boutique people and culture consultancy flowcultura, is not to 'do' experience. It has to be felt.



◆ ALL TOGETHER NOW: Improving employee experience can lead to more committed and engaged workers.

WANGARATTA ABATTOIRS
 Require fit, reliable personnel to join our production team.
 Meat industry training will be provided to the successful applicants.
 Forklift licence an advantage.
 Apply in person to
 53 Greta Road, Wangaratta.

LONDRIGAN FINER FOODS
 We are seeking a
Full Time Qualified Butcher
 to join our team in a busy, clean and professional butcher shop.
 Please hand submit your resume to John at 130 Rowan Street, Wangaratta.
 5722 3555

Bean Woken
 Wanted
**Casual Barista
 Café Assistant**
 Passionate, reliable, fast, friendly.
 Ph 0478 162 069

BULLY'S BARBERSHOP
Barber/Hairdresser
 Requires qualified Barber/Hairdresser for full-time or part-time position. No late nights and rotating Saturday morning roster. If you have a passion for cutting hair and want to join our expanding team, please phone Rachael (03) 5722 4713 or drop resumes to 75 Ovens Street, Wangaratta.

Seeking Casual Front of House team member for evening shifts

- Minimum two shifts per weekday and occasional weekends and public holidays
- Typically 5:30pm to midnight
- Award rates apply

Position entails:

- Ensuring the safety, cleanliness and quality of our customers experience is to a high standard
- Greeting customers
- Enforcing policies
- Cleaning

Successful applicant must have:

- Current probation or full drivers license
- Ability to work within a friendly family orientated environment
- Ability to learn and retain information
- Strong communication and interpersonal skills
- Excellent time management skills
- Strong organisational skills and attention to detail

Applications and resumes can be e-mailed to info@wangcinema.com.au subject marked as 'Front of House'

GAPSTED WINES
Gapsted Wines is a well-established leading producer of premium wines based near Myrtleford, in North East Victoria.

Qualified Chef
 This is a full time position. Working alongside our Head & Sous Chef, the successful candidate will have the opportunity to work with a talented team developing a seasonal menu using the best of local produce. A passion for food is a must, and the ability to work cohesively within the team is of the upmost importance. A key part of this role is helping to maintain & develop a positive culture within our workplace.

The successful candidate will demonstrate:

- Applicable trade qualifications and accreditation's
- Ability to manage ordering, including stock levels and suppliers
- Ability to keep calm under pressure, and lead by example
- Positive communication skills, energy and attitude

Applications addressing the above skills and responsibilities to be submitted no later than 7th May 2019.

Please forward you resume to
 Anissa Griffiths
anissa@gapstedwines.com.au
 PO Box 425
 MYRTLEFORD VIC 3737

Search for more jobs online.....
nejobs.com.au

Finding the right job for you matters to us
northeast jobs .com.au

THE ROLE OF PUBLISHERS
Advertisers please note!

Much hardship and difficulty is caused to job seekers by misleading advertising placed in the employment columns. Our Employment column is reserved for advertisements which carry a specific and genuine offer of employment. Ads for 'Business Opportunities', 'Commission Only' training courses and employment services should be submitted under those headings.

Placing misleading ads is an offence against the Trade Practices Act and state/territory fair trading acts and all advertisements are subject to the publisher's approval.

For further advice, contact:
The Australian Competition and Consumer Commission on 1300 302 502 or your state consumer affairs agency.

NorthEast JOBS

Shelleys Country Bakehouse
Casual Front of House Position
 Must be available Monday - Friday.
 Customer service and a friendly, can-do attitude a must.
 Resumes to 67A Reid Street, Wangaratta or email info@tobake.com.au

north east **regionalextra**
 To book your ad, call
5723 0101

Important Notice
Discrimination in Advertising is Unlawful

The Victorian Equal Opportunity Act 2010 makes it unlawful for an advertiser to show any intention to discriminate on the basis of sex, pregnancy, race, age, marital status, political or religious belief or activity, industrial activity, parental or career status, physical features, disability, lawful sexual activity/sexual orientation, HIV/AIDS status or on the basis of being associated with a person with one of the above characteristics, unless covered by an exception or granted an exception under the Act. As we could be legally liable if we print an unlawful advertisement we will not accept advertisements that appear to break the law. For more information about discrimination in advertising, contact your legal advisor, the Equal Opportunities Commission on 1800 134 142.