

#### **Task:4 "The Roles and contract of Employment".**

A. The manager is responsible for the management of a Tesco's store and its 240 staff. The manager is responsible to make sure that all the department managers meet their goals within its budget and the plans of the business. One of the manager's main tasks is to allocate work to people in their department. Tesco's manager motivates its colleagues to sell its product the best. The manager must monitor and manage lots of budgets and ensure that the whole business is running smoothly so that the store produces lots of profit. Tesco's manager studies league tables to indicate its performance against many other stores. To be a manager you must have a good understanding of the business and must be able to deal well with people. Qualifications at AS level equivalent or even better may be required.

Operatives are people who actually produce the goods or services of the business. The main tasks of a good cashier are: to serve customers as quickly and efficiently as they can, they scan items; pack bags; sign cheques; answer queries of customers; welcome customers; check signatures and work on the till. An operative (cashier) reports to his/her supervisor because they have to follow the supervisor's instructions and inform them if they have any problems in carrying out their tasks. An operative needs to have common sense and a flair for dealing with people. They must have good practical skills. For example a cashier must remember the codes for the fruit and vegetables even though they are listed because it's much quicker. Tesco often gives operatives training to help them gain qualifications linked to their jobs.

A supervisor is responsible for a group of staff within a department. The buying supervisor in Tesco is responsible for the other two soft-drink buyers. He must ensure they do the tasks

given by the manager and has to put forward a promotional plan for his products to show how he aims to move them forward. The buying supervisor looks at products in the store and negotiates prices with suppliers and fill gaps. It is supervisor's responsibility to allocate work to the people in his/her team and pass on information to the team from the manager. A supervisor should be able to on well with people and should be able to solve problems with good working relations. A supervisor must be analytical, numerate, commercially aware and good at influencing people.

#### **Task 4: "Job Roles and Contract of Employment".**

**C.** I am going to evaluate, how well the contract of employment meets the needs of the PLC and the operative (cashier). It protects both the employee and the employer in a number of ways.

Firstly, the name of the employer protects the employee because it tells us who is responsible for him/her. For example, if the shelf stacker goes in to the stock room and a heavy box falls on him which results in a broken bone, the contract is proof for the shelf stacker that Tesco is responsible for this incident. So Tesco cannot say that this person does not work here because they don't want to pay the employee.

Secondly, the name of the employee protects both the employee and employer because it identifies who the contract belongs to. For example if the contract of a cashier doesn't state the name of the person, Tesco will not know the person responsible for the job and so anyone can claim that this contract is theirs. It protects the employee because it shows that this contract belongs to them only.

Thirdly, the contract protects both the employee and the employer because it contains information about the hours of work. This protects the cashier because Tesco cannot expect him/her to work more than the hours they are supposed to, unless he/she is doing over-time. Also he/she should get paid for the hours stated in the contract. Tesco cannot force the cashier to work the hours beyond the rota. The hours of work protects Tesco because if the employee does not turn up at the times the rota states, Tesco can fire them or take other action as the contract is proof that the employee agreed to work those hours.

Fourthly, if the cashier has more than the total holidays (30 days) they can have per year, they will not get paid for the extra days off. This protects Tesco because the contract is proof that Tesco only has to pay the cashier for the 30 days of holiday annually. The cashier should not be on holiday for more than those 30 days per year unless they have permission so if he/she is then they can lose their job. If Tesco do not give the cashier the full 30 days of holiday that he/she is entitled to, then the contract will protect the cashier because it says Tesco agreed to give him/her 30 days of holiday. The employee can take action.

Finally, the contract of employment meets the needs of Tesco and the cashier by including details about pay rate. For example, if an employee is paid less the contract can protect him/her because it states how much he/she should have been paid and so Tesco will have to pay. Another example is that if Sainsbury's increase their wages, Tesco may not so if the cashier demands a higher wage the contract will protect Tesco because it shows they agreed the wage written in the contract.