

Cadence HR Consulting

Our Job Redesign Methodology



Job Redesign Case Studies (Under PSG-JR)

Case Study 1

Sector / Industry

Manufacturing, Wholesale Trade

Consultancy Focus

Increase Job Value for Talent Attraction/Retention & Market Expansion into Sustainability (switching to electric equipment)

Business Needs

- The Business is seeking to increase its' market share and obtain alternative revenues.
- The Business recognises the need to review its' existing processes, jobs and manpower deployment / enhance employee productivity to meet the emerging wave of sustainability trends. .
- The project team will review business needs, work processes, job role responsibilities and skills requirement, in order to support operation and growth.

Before Job Redesign

Technicians

- Responsible for diesel-based equipment/vehicles

Admin Executive

- Responsible for office administrative and purchasing matters

After Job Redesign

Technicians

- Job Enlargement: Job role expanded to handle both diesel and electrical equipment/vehicles.
- Job Enrichment: Job role will have accountability in operations (quality control and continuous improvement), higher and more specialised skill proficiency.

Admin Executive

- Job Enlargement: Job role expanded to cover HR responsibilities such as performance management, employee engagement and recruitment etc.
- Job Enrichment: The employee will be upskilled and enriched for effectiveness and productivity.

Case Study 2

Sector / Industry

Hotel and Tourism

Consultancy Focus

Increase Productivity, Manpower Effectiveness, Career Growth

Business Needs

- The Business is seeking to restructure its' internal processes and improve productivity.
- The Business recognises the need to review its' existing processes, enhancing employee productivity and retaining talents to meet the manpower challenges faced.
- The project team will review business needs, work processes, job role responsibilities and skills requirement, in order to support operation and growth.

Before JR

Hotel Manager

- Ensuring front desk operations are smooth with adherence to processes, coordinating with all departments for operational efficiency, handling all staff issues

Guest Service Agent

- Perform front desk duties including cashiering, bookings, check-ins/outs and arrangement of transport.

Proposed JR

Hotel Manager

- Job Enlargement: Job role is expanded to include revenue management, data and costing analysis, talent management and marketing.
- Job Enrichment: Job role is enriched with cross-department management skills, while delegating non-essential tasks to other staff.

Guest Service Agent

- Job Rotation: Job role is rotated to include housekeeping duties during off-peak hours to improve room readiness.
- Job Enrichment: Job role is enhanced to include concierge related services to improve guest experience and service level.

Case Study 3

Sector / Industry

Food & Beverage

Consultancy Focus

Increase Productivity & Job Attractiveness

Business Needs

- Business is seeking to restructure its' labour-intensive processes, low productivity and retaining / attracting talents.
- Business recognises the need to review its' existing processes, enhancing employee productivity and attracting talents to meet the manpower challenges present across the F&B industry.
- The project team will review business needs, work processes, job role responsibilities and skills requirement, in order to support operation and growth.

Before JR

Cashier

- Perform cashiering duties (payment transactions and balance tally).

Food Server

- Taking and serving of orders, ensuring cleanliness of tables

Chef / Cook

- Preparation of food orders, tracking of food orders, coordinating of food inventory

Proposed JR

Cashier

- Job Enlargement: Job role reconfigured to provide guest services (assisting customers with self-ordering & cashless payments), greeting of customers
- Job Rotation: Job role is rotated as hybrid server and food preparation.

Food Server

- Job Enrichment: Job role is enriched with the implementation of food ordering system – removal of manual ordering process, assisting customers with self-ordering & cashless payments.
- Job Rotation: Job role is rotated as hybrid food preparation.

Chef / Cook

- Job Enrichment: Job role is enriched with the implementation of food ordering system – removal of manual tracking of food orders, automated inventory tracking (streamlined and simplified).
- Job Rotation: Job role is rotated as hybrid server.