

Glossary

This glossary explains the meaning of certain words according to the way they are used in this book.

accountability	a situation where a person or organisation is expected to explain their decisions and actions to others
appraisal	a review or assessment of performance
benefits	an area of human resource management related to non-salary provisions for staff, such as health insurance or paid leave
board	a group of people with overall responsibility for an organisation
capability	the ability necessary to do something
coaching	helping a member of staff to perform better by asking questions rather than providing solutions
conduct	personal behaviour
consistent	where a principle is applied equally across the organisation
curriculum vitae	a summary of a person's qualifications, skills and experience
customary	usual or normal in a particular place
deduction	an amount of money that is removed from a staff member's wages
delegate	ask someone else to do something on one's behalf
discriminate	treat someone differently than others, usually due to prejudice
dismissal	the removal of someone from employment with the organisation
dispute	disagreement
errand	a short trip somewhere to do something on behalf of someone else, such as delivering a message or buying something
exemptions	items that are not covered by a provision such as insurance
expatriate	a member of staff who is a citizen of a different country from the one in which they work
feedback	communicating how well or poorly someone has done something
grade	the level of job according to the skills required, the responsibility the staff member will have and the degree to which they will represent the organisation
grievance	a cause for complaint
gross misconduct	behaviour that is below moral or professional standards and is likely to lead to dismissal
handover	the transfer of responsibility from a staff member who is leaving their role to the new member of staff in that role
insurance broker	an agent who sells insurance
intranet	a computer network, similar to the internet, which can only be accessed by staff
line manager	a manager who has responsibility for one or more staff members

mentor	a person who provides advice and support to those who are less experienced
minutes	an official record of what is said or agreed in a meeting
morale	the level of confidence or optimism felt by a group of people
next of kin	a person's nearest relative, such as spouse or parent
notice period	the length of time between a person or organisation providing notification that they wish to end the contract and the end of the contract itself
payroll	the total sum of money to be paid to employees at a given time, or the department that pays the salaries
payslip	a printed statement of the amount an employee is paid
policy	An agreed set of rules or guidelines that describes how an organisation will deal with a specific situation
practice	the process of carrying something out
probationary period	a length of time at the beginning of a person's employment contract during which their suitability for the job is assessed
procedure	an established way of doing something
process	a series of activities that lead to the fulfilment of a particular aim
pro rata	in proportion
punctual	arriving on time
recruit	to employ a member of staff for a particular post
redundancy	to end someone's employment because their role is no longer necessary
referee	someone who is asked to comment on the character, skills and experience of a person who is applying for a job
reference	a statement about someone's character, skills and experience to a potential employer
retirement	to leave a job voluntarily or wherever an upper age limit to work is set by local labour laws or the organisation
safety	relates to the working environment within the organisation's control
salary	a sum of money paid to an employee at regular intervals in return for their work for the organisation
secondment	the temporary transfer of a member of staff to a different role within the same organisation or in a different organisation
security	relates to the working environment outside the organisation's control
system	a combination of policies and practice
transparent	open rather than secret. In an organisation, transparency means that employees can find out and understand why decisions are made
vacancy	a job which is unoccupied
word of mouth	spoken communication