



Friday 16 September 2022

06:00–10:30pm

HR Professional of the Year Judging Criteria

The HR Professional of the Year Award aims to recognise a standout individual in Human Resources who demonstrates excellence through leadership, strategy and their achievement of business outcomes. They demonstrate innovative employment practices that attract the right people to the business and their people are happier and stay longer, contributing to the overall success of the business.

Rules of Entry

- You must have been employed as a HR Manager or Professional in your current company for at least the past 12 months.
- You must be endorsed by a senior representative from your company (e.g. HR Director, CEO).
- Defining HR Managers: All individuals in the position of Store Manager of a retail outlet (online or physical) operating in the Australian market are eligible. Business owners who are the sole store manager in your business also qualify, however managers of multiple stores or Area Managers do not qualify. Managers of purely online stores can enter if they could reasonably be defined as a store manager.
- The business must have been in operation for at least 12 months and continue to be in operation at 16 September 2022. (You must notify the NRA if this changes.)
- You are welcome to enter if you have entered or won this competition in previous years.
- You must nominate one person in your organisation to be the primary contact for your entry.
- Your business does not need to be a National Retail Association member to enter.
- We strongly recommend that all persons considering entering should check the [award website](#) regularly and subscribe to receive award updates – [click here to register](#).
- There is no charge to enter the National Retail Awards for National Retail Association (NRA) members. For non-members, there is a fee of \$15.00 per entrant.

- Please note that the National Retail Association (NRA) reserves the right to disqualify entries if entrants fail to abide by the rules of entry or information provided is found to be false or misleading.
- If you are unsure if you fit the criteria above, please contact the NRA at marketing@nra.net.au or by phoning 1800 RETAIL.

Submission

Your submission should focus on initiatives and developments within the last 12 months.

1. Your Business

Include a brief overview on the nature of your business and what you sell. Briefly outline why you believe you deserve this award. (Max 250 Words)

2. Employee Experience

Describe the initiatives your business has implemented in the last 12 months to improve the employee experience. How do you attract the right people and keep them? (Max 300 Words)

3. Training and Development

Describe the training and development opportunities available to your employees. Provide an example of a successful training/development initiative you have implemented in the last 12 months. (Max 300 Words)

4. Customer Value

Describe your customer service values and processes and any customer-focused initiatives undertaken within the last 12 months. You may wish to include evidence and/or results of how you have monitored quality, customer satisfaction, loyalty and value. (Max 200 Words)

5. Responsibility

How do you look after your employee's welfare? How do you ensure employment laws and workplace health and safety laws are followed? How will you monitor and sustain these practices in the future? (Max 300 Words)

6. Satisfaction

How do you measure employee satisfaction and address employee feedback? Provide metrics to demonstrate how satisfied your employees are (e.g. turnover rate, satisfaction rate, testimonials, rate of progression). (Max 300 Words)

7. Supporting Material

You can choose to attach a maximum of three (3) x A4 pages that provide evidence or support your submission above e.g. charts, images, testimonials, reports. Note: The visual design of attachment will not factor into judging.