



NCVO Workforce Development

Voluntary sector career case study

Monica Watson
Director of Personnel
RNID

The job

- Advising colleagues on personnel related issues
- Preparing and attending meetings, including management, Trustee and pension meetings
- Carrying out staff interviews
- Planning and managing a team

Monica says

“My job is most satisfying to me because I am contributing to RNID’s objectives of improving the quality of life for deaf and hard of hearing people.

“I am responsible for personnel, training and internal communications for the whole organisation.

“My role is important because it impacts on all issues relating to all the employees in the organisation.”

The challenges

“There are limited resources, including time, to do all that is required to deliver an excellent service.

“I also find it quite a challenge following some of the rigorous procedures. This can reduce flexibility and ability to act promptly.”

Skills needed

- People skills: ability to relate to staff and experience of training and communications
- Strategic thinking when planning and budgeting
- Organisational skills
- Degree or professional qualification

Monica’s CV

- Personnel Officer for a manufacturing organisation
- Personnel Manager for a retail organisation
- Personnel Director for a retail organisation
- Personnel Director for a wholesaling organisation
- Personnel Director: RNID

The final say

“I wanted to work for an organisation whose vision and mission was focused on people and their needs rather than profit.

“I was seeking the chance to put my skills and expertise to good use.”

“Now I am able to use my personnel skills and expertise for the benefit of the organisation and the people we serve.”