**Case Study Interview Schedule: Line Manager**

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| **Organisation** |  |
| **Organisation Profile** |  |
| Number of employees?  Range of jobs?  Balance of permanent/fixed-term/part-time/shiftwork? | |
| **Interviewee** |  |
| **Job Title** |  |

1. Preamble

**Your role**

1. Your job?
2. Where do you fit within the organisation?
3. What HR services do you typically use?
4. Do you have a single point of contact?
5. Is it easy to find who you need to speak to when you have a training / recruitment / disciplinary issue?
6. What is the best thing about the HR support you get as a manager?
7. What level of involvement does HR have with:
   1. Recruitment?
   2. Performance, discipline?
   3. Pay and reward?
   4. Training?
   5. Gatekeeper role on employment regulation?
   6. Employee relations, staff communications, unions?
   7. Working time issues and ‘work-life balance’?
   8. Equality and diversity issues – e.g. migration status and workplace integration
8. What are the important people issues at Apex?
   1. Restructuring?
   2. ‘culture’?

**HRs role in policy making**

1. Are there any things that HR do now that used to be your job?
2. Are there any things that you have to do now that used to be a HR role?
3. Do you feel like HR has a role in ensuring that the organisation stays ethical?
4. In your experience is HR most interested in supporting the employee, you as a line manager or the strategic direction of the business?
5. Do you think that the role of HR is to challenge line managers and/or look out for employees?

**The HR as a profession**

1. Have you ever heard of the CIPD?
2. Do you think that HR professionals understand the needs of modern businesses?
3. When you think of the HR profession in general what kind of person comes to mind
4. If you could wave a wand and change one thing about HR at Zurich, what would it be?