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**BMAF008-20**

**Planning Your Career In Business**

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# Section-A

## Introduction

The following report will develop a professional portfolio, in alignment with the topic, “Planning Your Career in Business.” The portfolio has justified the personal statement and the CV that will be considered for applying to the organisation. The report will provide a brief description of the chosen organisation and describe the reason for selecting that organisation as the workplace. Apart from this, the report will provide the personal statement and a personal CV needed for applying to the organisation. The last section of the report will explore the skill gaps. A self-assessment will be conducted using Kolb's reflective model to identify my strengths, weaknesses and capabilities and the various factors I need to focus on to develop a successful career in business.

## Justification for including the personal statement and the CV

I have realised that including a personal statement and a CV in the professional portfolio is very important as they provide a positive influence to the recruiter looking for hiring talents. The inclusion of the personal statement will allow the recruiters to know more about me and distinguish me from the pool of talents applying for the same role. I plan to apply for a job at Marks & Spencer as a student in the field of management. My work experience in this prestigious institution will lay a successful foundation for my career development pathway. I have realised that having industrial experience appears as a key factor that allows students to get recruited for good posts by hiring managers. Moreover, this work experience will also improve my ability to perform in the corporate segment.

Over time, I identified that most employers seek to appoint employees who have certain experience in working and have the capability to learn and adapt to new working scenarios. I plan to make complete use of this time and opportunity and develop my overall professional skillset so that in future I can become capable of getting employed in a respectable position in the marketplace. The personal statement andthe CV will illustrate my capabilities and reflect on my proposal to join for work in Marks and Spencer to upgrade my professional experience.

## Overview of the Marks and Spencer

Marks and Spencer are considered the leading British retailing company and is known to provide great quality food, clothing and homeware products to its customer all across the world. The organisation was founded in 1884 and has over 130 years of market presence(M&S-*About Us*, 2022). The company is headquartered in London, the UK. Marks and Spencer have developed its core values and ensure that the organisation provides “quality, value, service, innovation and trust” to the customers. The company employs nearly 65000 people across the world and the job roles are spread in the various stores with the employees working in stores, support centres, logistics, and other operational teams (M&S-*Our People*, 2022). The organisation is driven by the mission to maintain the quality of the products commercialised for sale, diversify the brands and the product range, provide value-for-money options for the customers and create a balanced global community.

On the other hand, as per the reports by Smith (2022), M&S has a fair distribution of employees based on their gender. The organisation provides the employees with continuous learning and development programs, to ensure that the employees remain proactive and adaptable to market changes. I have identified that working for Marks and Spencer will build my credibility and allow me to gain experience through the learning programmes, which will be highly beneficial for my future career plans. A report byCalnan (2022), mentions that M&S has invested in including an online learning programme to train the employees to take care of shoppers with disability. Thus, it can be deduced that the organisation is empathetic to the need of all kinds of buyers and has been highly invested in taking social measures to support people.

From my personal experience, I have been visiting Marks and Spencer since I was a child and I have been always intrigued by the polite behaviour of the staff there. The service providers have excellent knowledge regarding sales and are always cautious to meet the need of the customers with effectiveness. Thus, Marks and Spencer always make sure that the employees are well-updated regarding the trending market trends and are capable to provide for the customer requirements. Apart from that, I have always wanted to work for Marks and Spencer and learn the various ways through which operations are carried out in a such big industry. I decided on joining Marks and Spencer as it will be extremely beneficial for me and my future.

## Reason for my application to Marks and Spencer

As identified from the above discussion, it can be deduced that Marks and Spencer have been managing a successful position in the market for over a century. It is a well-known name in the retail section and is considered one of the leading retailers based in the UK. The organisation is well-known for the quality of services it provides to its customers. There is a range of managerial and leadership career opportunities available at Marks and Spencer. Alongside, due to the huge market presence, Marks and Spencer have a strong need for employees who can manage the organisational performance, handle customers and work under pressure. Thus, the overall tendency to get employment in this organisation is much higher. That is one of the primary reasons why I have chosen Marks and Spencer as my target organisation.

The following portfolio will include my statement along with my CV, with a detailed overview of my skills and experience. These two are the most important element of my portfolio. Moreover, the personal statement will illustrate my skills and capabilities that will make me a good candidate to get employed at Marks and Spencer. I am currently pursuing my Management from Bath Spa University and I am currently assigned the course BMAF008-20, which explores the topic "Planning a successful career in Business." The module is developed to identify the specific set of skills needed to become successful in a professional career. I developed a detailed idea regarding the potential way I should behave to manage my performance in the work environment. I find it essential to explain my current status in the academic field as it will allow my potential employer to develop an idea about the current scenario when it comes to my academic proficiency. The CV will has illustrated my capabilities and previous job experiences to provide my future employer with a detailed idea of my core skills and abilities.

# Section-B

## Personal Statement

To

The HR Manager,

Marks and Spencer Store

Bath, UK

***Sub: Application for employment in Marks and Spencer Store***

Respect Sir,

My name is Andrei Christian Dorobantu and I am currently pursuing my course in Business Management at Bath Spa University. Management has always been my preferred subject and I wanted to study management mainly to gather the necessary academic skills and knowledge to have a great idea regarding the specific way the business world functions. As a student of business management, I have developed skills and gained academic knowledge to excel in my performance and explore global opportunities.

It is important to mention that management is one of the most essential features in today’s world, that has allowed businesses as well as nations to manage their performance in the global context. The field of management is extended over various segments and might involve managing finance, marketing, sales or even human resource. Additionally, the effective working of the demand and supply chain, marketing and sales team, finance departments and employees are all facilitated by the individuals who belong to the managerial field. Good management practices involve persuading people to achieve exceptional qualities of work. I inherit leadership capabilities and I can persuade people to achieve the desired goal. Additionally, I am resilient and can adapt to new scenarios with ease.

The decision to study management has helped me work on expanding my existing skill sets. Studying management has enabled me to engage with people belonging to diverse cultural and national backgrounds. I was often involved in group work and collaborations during class activities. All these factors have strongly supported me to develop my overall communication skills. Moreover, I was also able to improve my networking skills. I developed a very open mindset while studying management and that allowed me to engage with many people without having the fear of getting judged. I was lucky enough to identify a few people who shared a similar vision as mine.

Apart from this, I mostly spend my free time working out in the gym or listening to podcasts. I also have this tendency to search through articles related to the global economy and market trends,available online during my free time.

Thanks and Regards

Andrei Christian Dorobantu

Phone no: +44 7939370108

Email: [dorobantua100@yahoo.com](mailto:dorobantua100@yahoo.com)

## Detailed CV

|  |
| --- |
| Andrei Christian Dorobantu  Phone no: +44 7939370108  Email: [dorobantua100@yahoo.com](mailto:dorobantua100@yahoo.com) |
| *Personal Statement*  I consider myself a competitive person. However, I am always happy to support those who require my help and I also love to learn from experience. I am a very hardworking persona and I am never afraid to work hard. I also possess the ability to work as a part of a team as well as on my merit. I am very adaptable to changes in the work environment. Apart from this, I focus on continuous improvement and I try to improve my performance on a day-to-day basis and work towards achieving my desired goals. |
| *Skills and Capabilities:*   * Communication Skills * Team Work * Adaptability * Technical skills: working on MS Word, PowerPoint and Office |
| *20/03/2017 to 15/07/2018*  *Deposit H&M Return UK*  Roles and Responsibilities:   * Responsible to check returns by the clientele * Manage the return counter activities * Meeting the daily targets   *15/09/2018 to 20/12/2018*  *Amazon UK Delivery Driver*  *29/12/2018 to 13/07/2019*  *Amazon UK Delivery Driver*  *20/09/2019 to 20/12/2020*  *Amazon UK Delivery Driver*  Roles and Responsibilities:   * Delivery of packages to the customers * Meeting the daily target * Communicating with the customers   *20/12/2020 to Present*  *Passenger Transport Driver from Romania to UK and UK to Romania* |
| *Education:*   * 2014-2017: Calafat Technological College * Present: Bath Spa University |
| *Language Known:*   * Romanian * English   *I am capable to communicate with people belonging from diverse backgrounds* |
| *Organisational Skills:*   * Exceptional customer relations skills * Multi-tasking ability * Co-ordination skills * Ability to carry out independent work |

**Table 1: Personal CV**

# Section-C

## Assessment of the Skill Gaps

The following section will provide a reflective assessment of my overall capabilities using Kolb's Reflective Cycle. This assessment of my overall capabilities using Kolb's cycle will enable me to evaluate the happenings during the experience stage. Alongside, Kolb's reflective cycle forms an important model that allows the learners to gather knowledge and gain an in-depth idea regarding a particular subject. Kolb's Reflective Cycle is divided into four stages and it involves experience, reflection, conceptualisation and application.

***Concrete Experience:*** I am enrolled in a business management course at Bath Spa University and I plan to apply for employment at Marks and Spencer, to develop my skills and optimise my capabilities as per the industrial standards. In recent times, I have been dealing with the course "BMAF008-20, Planning your successful career in Business.” The course has allowed me to develop the desired skills required to meet my career objectives. Additionally, I was also provided with necessary resources through which I can optimise my personal and professional development pathway. Along with this, while attending this course I learned about the specific approaches that should be taken to develop a professional portfolio. Apart from this, as observed from my CV, I have been working part-time since 2017 and my job roles have allowed me to communicate with customers from various cultural backgrounds. This has allowed me to improve my experience to understand market trends.

***Reflective Observation:*** I have realised that there is a range of opportunities available in the market when it comes to working as a management professional. In this specific context, I have identified the working style in Marks and Spencer and the specific way through which the employees in the organisation behaves reflects their passion to develop as a professional. I also identified that most of the time, the behaviour of these employees is self-directed and just based on their instincts. I feel that I have been bestowed with leadership traits and I am never scared to work hard. I challenge myself every day to become a better version of my previous self. However, one of my biggest weaknesses that I need to improve is my habit of stressing over certain points. In most cases, when I feel unsatisfied with the outcomes I stress and lose confidence and that affects my ability to concentrate on the task at hand.

***Abstract Conceptualisation:***The abstract conceptualisation stage allows an individual to identify logic and underlying ideas regarding a particular problem scenario. I was able to reflect on my capabilities and understand the possible connection between my skills and abilities through the abstract conceptualisation stage. I have identified that although I can communicate well with my customers belonging to different backgrounds, I do struggle in expressing my ideas through written communication. I have realised that organising information clearly and concisely has been one of my weak points. On the other hand, I have also identified that I am always looking for new challenges and I am focused to improve my overall skills. However, every time I fail to meet the desired requirements, I feel extremely demotivated and this factor strongly influences my learning curve for days, before I again get the courage to start fresh. After a clear analysis of my performance, I have developed my SWOT analysis framework, to help me understand my strengths and weaknesses in detail.

|  |  |
| --- | --- |
| Strengths | Weaknesses |
| * Good verbal communication skills * Leadership abilities * Persuasion Skills * Multi-tasking * Ability to learn new things and deal with challenging scenarios. | * Poorly written communication skills. * I often overthink scenarios and that has a severe impact on my mental health. * I fail to say ‘No’ to people and that results in me being overloaded with work pressure, preventing me from meeting the mentioned timeline. * I get badly influenced by my failures and that strongly influences my daily learning and development process. |
| Opportunities | **Threats** |
| * My ability to lead teams and persuade people to get specific work done provides me with the opportunity to develop my performance in a higher field of management. * I exhibit a strong sense of coordination that makes me a suitable candidate to get assigned to a leadership position. * I love to network with people belonging to different regions and that provides me with the opportunity to easily excel in my career. | * I am very sensitive as an individual and even the smallest mistakes make me feel disturbed. * The threat of unemployment is also a major factor that influences my future career performance. |

**Table 1: SWOT Analysis Framework**

(Source: Learner)

***Active Experimentation:*** The active experimentation stage can be explained through the effective illustration of my short-term, mid-term and SMART goals.

***Short-term Goals***

|  |  |  |  |
| --- | --- | --- | --- |
| Goals | Action | Resources | Timeline |
| Develop my written communication ability | Practice working on making reports  Journal entries and writing reflections on daily happenings will also enable me to improve my ability to write and present ideas in form of textual documents  Can take suggestions from colleagues and peers on improving my written communication skill. | Online available resources on writing skills | 3 months |
| Improve my time management skill | Pre-plan the daily tasks  Stick to the plan and avoid feeling distracted or getting influenced to help others complete their tasks. | Use technological tools such as reminders or google notes to stay focused regarding the to-do tasks. | 5 months |
| Improve my problem-solving skills | Try to solve pseudo-problem scenarios related to a business environment during your free time.  Engage in daily real-life problem scenarios with the college or the workplace to improve problem-solving ability. | Read and explore case studies related to risk assessment problem-solving for businesses. | 6 months |

**Table 2: Short-term Goals**

***Mid-term Goals***

|  |  |  |  |
| --- | --- | --- | --- |
| Goals | Action | Resources | Timeline |
| Improve my interpersonal skills to manage conflicts | I should learn to improve my ability to manage conflicting scenarios. One of the typical ways through which I can improve my ability to meet this goal is by ensuring effective team working among the employees and my co-workers.  Apart from this, I can learn to manage stress to stay calm during complex scenarios. | Stay engaged in the workplace  Read case studies related to people management and conflict resolution | 2 years |
| Improve my self-confidence and excel in the assigned job role | I should learn to stop feeling demotivated by my failures, instead, I should focus on considering them as experiences and learn from them.  I plan to reflect on all my failures so that I can identify the specific ways I could improve my working performance.  Apart from this, I plan to read books to help manage myself and build my confidence in the professional space. | Read books on Self-confidence  Maintain regular reflections | 2 years |

**Table 3: Mid-term Goals**

(Source: Learner)

***SMART Objectives***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Specific | Measurable | Actionable | Realistic | Time |
| Written Communication | The specific goal will be measured based on my ability and proficiency in framing written records | Regular report writings | The objective is realistic and can be achieved | 3 months |
| Time Management Skill | The specific goal will be measured based on my ability to complete tasks by the given deadline | Using tools such as notes or calendars | The objective is realistic and can be achieved | 5 months |
| Problem Solving Skill | The specific task will be measured based on my ability to manage problematic scenarios | Analysing case studies and involving in the management of problem scenarios | The objective is realistic and can be achieved | 6 months |
| Conflict Resolution ability | This goal will be measured depending on my ability to manage conflicts | Analysis of case studies related to conflict resolutions | The objective is realistic and can be achieved | 2 years |
| Self-confidence | This goal will be measured through self-assessment and the specific manner I improved my confidence | Reading books on self-confidence | The objective is realistic and can be achieved | 2 years |

**Table 4: SMART Objectives**

(Source: Leaner)

***Supporting Resources for my Professional Development Plan***

|  |  |
| --- | --- |
| Name of Resource | Glassdoor |
| Screen Shot of Resource |  |
| Analysis | M&S is a popular retail organisation that has an effective blend of modernism and values associated with the organisational core objectives. Working as a team leader in a retail segment of M&S will allow me to gain enough experience in the commercial line.  The key advantage of my role and association with M&S is that I will be able to learn and identify various ways to innovate the overall customer experience. Moreover, the position of Team Manager will also allow me to excel and progress in my career ambitions in future.  The site used to identify the information related to the job opening position in M&S is a very useful site and directly links the application form with the official website of M&S. As a candidate, I believe that applying through Glassdoor will provide me with better visibility through the HR managers. |
| Citation | Glassdoor (2022) *Bath, england jobs - 29,788 openings | glassdoor*. Available at: https://www.glassdoor.co.uk/Job/bath-jobs-SRCH\_IL.0,4\_IC3313395.htm (Accessed: November 16, 2022). |

**Table 5: Resources for my PDP**

# Conclusion

The report has developed my professional portfolio, for the module “Planning Your Career in Business.” The portfolio has mentioned the reason for attaching the CV and personal statement and has justified the reason for choosing the specific organisation. The portfolio has enclosed the personal statement and personal CV. Lastly, the portfolio has provided a detailed self-assessment.

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