Key workforce management challenges of 2022 and how to address them

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The challenges of effective workforce management

Workforce management is crucial for business success, and the past few years have presented some significant challenges that have made managing shift-based teams even more difficult.

Done right, workforce management can help reduce operational costs, enhance the employee experience and create efficiencies across business processes including onboarding, rostering, time and attendance and payroll.

Get it wrong, and you could find yourself dealing with poor business performance, low employee engagement and high labour costs.

Supporting organisational performance with the right technology is, of course, imperative. Technology should enable everyone to get the job done without the hassle of manual data entry or messy integrations.

The employee should always be at the heart of any technology-related decisions. After all, they are the ones using software day-to-day; whether they are checking their pay slip, approving a leave request from a team member, or creating a roster, the solution should be seamless.

Similarly, HR and payroll should be equipped with tools that streamline processes, rather than being hampered by cumbersome systems as is all-too-often the case.

As a result, employees will become more engaged, identifying new ways to create efficiencies will become easier, and the difference will be clearly reflected in the bottom line.

Challenge 1: Employee engagement

Is your team engaged and focused? Are they willing to put in the extra effort needed to help your business succeed?

Employees can become apathetic if they don't feel engaged and don't particularly enjoy the job they are doing.

After everything they have experienced over the past few years it's little wonder many are demanding more from their employer.

Despite this, many businesses still underestimate the power of effective communication in boosting morale and galvanising workforces to achieve their best.

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Challenge 2: Ineffective technology solutions

Business success is highly reliant on the efficient transfer of data across the entire business ecosystem.

From employees, to HR, to payroll and back again – information needs to travel between departments quickly, with ease and without mistakes.

Bringing all this together seamlessly can pose a challenge, as many businesses still rely on manual data entry and outdated systems.

Maintaining data integrity then becomes incredibly time-consuming, providing little visibility and crippling efforts to make informed decisions.

Challenge 3: Agility and flexibility

As workforces continue to be in a state of flux, the ability to stay agile remains a focus.

Those who haven't adapted yet, must, by providing their teams with mechanisms by which they can effectively manage their work life themselves.

Seemingly simple functionality can make a significant difference to a business's ability to be agile. This includes enabling managers to rebuild a roster at the click of a button, and notifying staff of new shifts automatically.

Without these tools, coping with the current state of flux can pose a significant threat.

Challenge 4: Health and hygiene

Good hygiene practice is very much here to stay, with regular sanitisation becoming the norm. The way we record employee and customer movements has also changed forever.

In many cases, staff vaccinations also need to monitored in line with in-house policies or broader industry and legislative requirements.

Many businesses have been thrown in the deep end from a technology perspective, and are finding themselves without a solution for collecting this data.

This puts the business at risk of non-compliance.

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Effective employee communication

Effective communication is an essential ingredient for helping employees maintain their passion for their job. Workforce management software plays a key role in helping them feel engaged, informed and equipped for the task at hand.

Think employee-first

Employees are the lifeblood of your business: research shows that companies with a compelling employee experience are more likely to perform better financially.

For this reason, forward-thinking employers are investing in technology to enhance the employee experience and empower staff to do their job.

Being equipped with the right tools can positively shape the way staff feel about their employer, and their willingness to go above and beyond.

Keep staff in the loop

Employees want to feel connected and in the know. There's nothing worse than feeling like your employer has left you in the dark about a new policy or failed to provide the information you need to do your job.

Workforce management software gives employees access to up-to-date information in one place, enabling swift and effective communication.

Why a mobile app is a critical tool for employee engagement

Mobile apps play a key role in helping us stay organised. From online banking to ordering groceries to booking a ride, we rely on technology help us get through the day-to-day.

Employees expect the same level of convenience when it comes their work life. This is why a mobile app – or at the very least online access – is a critical part of workforce management.

This is particularly important in sectors like retail and hospitality where people are typically on the floor away from a computer.

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Seamless, user-friendly technology

Employees across the entire business should be empowered with seamless systems that enable them to complete their work as easily as possible.

Whether it's a team leader building a roster, a general manager identifying ways create efficiencies across locations, or a payroll team member producing a pay slip, the more automated the solution, the better.

AI auto rostering

Enabling managers to easily create cost-effective rosters and communicate them at the click of a button is a fundamental requirement for any shift-based workforce.

With AI auto rostering, managers no longer have to spend hours creating rosters, and can schedule an entire workforce with just one click.

Not only will an effective rostering system save leaders time, it can also ensure each location is not over- or under-resourced in line with forecast foot traffic.

Award compliance

Thanks to Australia's complex modern award system, many payroll teams are burdened by the constant need to review intricate regulations.

Software should help minimise non-compliance. Features such as automated award updates, built-in checks and measures, and alerts for managers all help reduce the risk.

Real-time labour efficiency

Ballooning labour costs can significantly hamper profitability. It is often difficult to gauge how much a roster will cost on any given day, particularly when overtime and other allowances are a factor.

Labour efficiency features enable real-time business intelligence and workforce analytics – providing full oversight of labour efficiency, and budget vs spend and sales – helping leaders make informed decisions when choosing who to roster on.

Time and attendance

Many businesses still rely on excel or paper timesheets, or are burdened by a separate time and attendance system that does not "talk" to payroll.

Workforce management software allows real-time data to travel between employees clocking in and out, the software platform, management, and payroll –meaning after shift approval, payments can be processed in a timely and accurate manner.

Hygiene and safety

It goes without saying that employees' health and safety is paramount, but it can be difficult to maintain stringent hygiene standards in a busy workplace.

Features such as staff vaccination records, mobile clock-in, contact tracing reports, health check questionnaires and staff vaccination records all help prevent the spread.

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Roubler + HG Retail (IGA)

HG Retail operates 16 IGA stores across Australia. They first implemented Roubler in 2017, creating technological efficiency across the business and enabling them to deliver on their promise of "Good food, great people".

The HG Retail leadership team was faced with the challenge of managing the day-to-day rostering, time and attendance and payroll of more than 500 staff, while maintaining their close-knit culture.

By allowing staff to onboard themselves and manage their own availability, Roubler enabled managers across HG Retail to lead from the front and focus on the employee experience that is so valuable to their team.

Roubler's cloud-based software provides the power of one seamless system for all your workforce management needs. It includes everything you need to recruit, onboard, roster, manage and pay your employees.

Our unique all-in-one solution simplifies day-to-day operations, increasing efficiency and driving employee productivity.

With Roubler, HG Retail has:

- A seamless and easy-to-use rostering system
- Improved employee communication via the mobile app
- Total visibility over wage spend and labour costings
- Complete transparency across locations
- Comprehensive training for all managers and staff.

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All-in-one workforce management

Roubler is a unique workforce management solution trusted by businesses all over the world including IGA (HG Retail), Estee Lauder, WHSmith and MAC.

We'll help you to recruit, onboard, schedule, manage and pay your staff, all while providing data clarity and real-time analytics across every aspect of your workforce.

We bring you true peace of mind, knowing that Roubler's always-on compliance and risk management tools are with you every step of the way.

By harnessing the latest AI, machine learning and automation we are providing a new depth of insight and intelligence, and shaping the workforces of tomorrow.

Want to find out more?

Call us on +61 1300 833 137
or email info@roubler.com

Recruit

Find and attract the very best talent to join your team.

Onboard

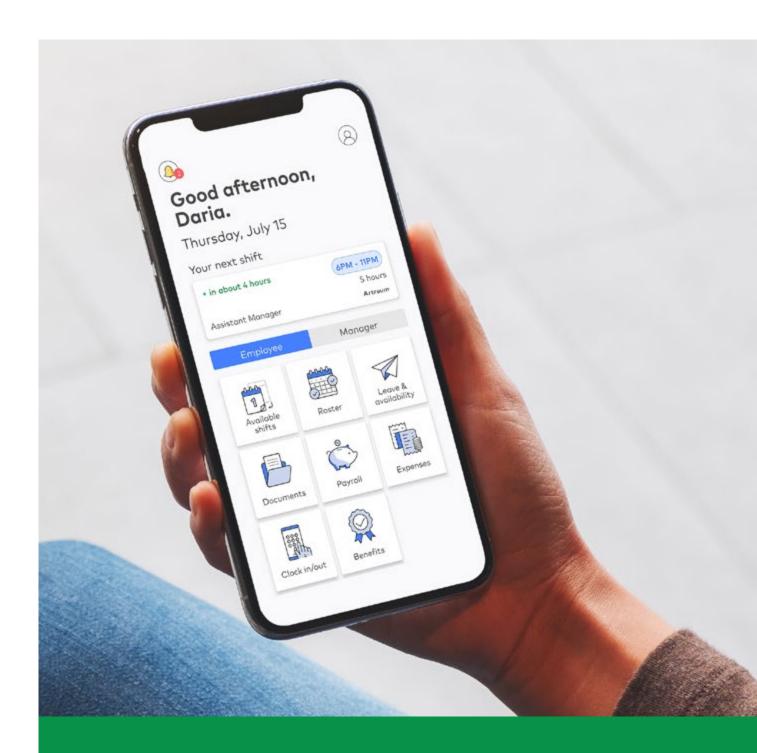Automate employee onboarding and go paperless.

Roster

Create efficient rosters with a single click.

Manage

Manage employees seamlessly at every stage.

Pay

Enjoy peace of mind with built-in compliance.

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Find out more

Want to learn more about effective workforce management?

Call us on 1300 833 137
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