

Job Description

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| Job Title: | Human Resources Partner |
| Department: | Human Resources |
| Reports To: | Manager, HR Partners |
| Jobs Reporting: | none |
| Salary Grade: | 8-11 |
| Effective Date: | March 2017 |

Primary Purpose

Accountable for providing proactive, strategic, client focused, comprehensive HR advice and support to all client groups in line with organizational policies, procedures and legislative requirements.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Provide customer focused advice and support:

- Committed to client focused solutions and continuous quality improvement
- Liaises as a single point of contact for both the Managers and Staff in the assigned client groups
- Partners with managers and staff on employee relations matters including performance management, conflict resolution, attendance management, return to work and progressive discipline.
- Develops and maintains partnerships that assist with the promotion and development of HR Services
- Proactively manages all client relationships including developing the trust of leaders, managers and staff within client group.
- Implements University wide strategic initiatives and makes recommendations for ongoing improvement
- Provides client support in the areas of recruitment, salary administration, workplace counselling, training and development, organizational change, conflict resolution techniques and employee/labour relations.
- Streamlines transactional activities to provide more value add to assigned client groups
- Partners with Senior leaders to provide strategic solutions to ensure alignment with the departmental objectives
- Delivers timely, clear communication on HR initiatives, news and updates to client groups
- Maintains knowledge and analyzes data. Provides data driven advice and information to Managers in client groups.
- Understands the environment, the organization and the client and their challenges.

Development and maintenance of positive and constructive employee relations climate

- Partners with client groups to provide HR counsel, advice and guidance that complies with legislation.
- Provides advice and guidance within the framework of University policies and procedures, practices and guidelines for non-union staff and with the collective agreement between the University and CUPE Local 793 for unionized staff.
- Assists assigned client groups to validate the effectiveness of structures to ensure delivery of objectives and strategies
- Assists the University in responding to external bodies i.e. Human Rights, Employment Standards
- Supports development and implementation of employee engagement initiatives to leverage Client Service resources
- Assists client groups to develop and implement plans that support the mission, values, philosophy, and culture of the University of Waterloo

Represents the University of Waterloo on Human Resources matters:

- Liaises externally with legal, professional, community and government organizations, and agencies
- Anticipates, develops strategies and exercises due diligence to ensure University avoids unnecessary legal challenges regarding employment issues.
- Works with stakeholders and legal counsel to develop recommended strategy for Human Rights defense and works with legal counsel, ministry officers and others to produce successful outcomes.
- Supports the grievance, arbitration and collective bargaining process.
- Develops effective working relationships with client groups, senior management, UWSA, CUPE Local 793 and FAUW.

Job Description



- Participation in special projects as required.

Development and Delivery of HR Workshops/Programs

- Develops, customizes and delivers HR specific workshops for managers and staff, including but not limited to:
 - Policy 18
 - Accountability based job descriptions
 - Managing leaves and absences
 - Pre/onboarding program for all employee groups (CUPE, Staff and Faculty)
 - Managers Toolkit items
- Provides training on various HR resources to ensure consistency of knowledge of materials

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

University undergraduate degree or equivalent experience combined with Certified Human Resource Leader (CHRL) designation

Experience

USG 8-9 - 3-5 years of progressive HR experience including experience working in an advising role with exposure to employee relations concerns, and human rights issues. Demonstrated success in dealing with difficult issues and situations, as well as facilitating sensitive discussions and meetings.

USG 10-11 – 6-10 years of progressive HR experience working in a senior consultative role with significant exposure to conflict and human rights, dispute resolution, policy development and demonstrated experience with ADR techniques. Some exposure to collective bargaining, grievance procedures and arbitration.

Knowledge/Skills/Abilities

- Excellent communication including listening
- Demonstrated problem solving and decision making skills
- Knowledge of successful facilitation methods
- Strong Business acumen
- Demonstrated skill partnering with clients to support ongoing strategic initiatives.
- Ability to interpret analytics and communicate data
- Detailed knowledge of the Employment Standards Act and compensation practices

Nature and Scope

- **Contacts:** Internally, communicates with senior leaders, staff, faculty and union representatives to assist in settling highly sensitive matters for the organization. This position will have contact externally with legal, professional, community and government organizations, and agencies. Will be involved in developing recommendations to settle highly sensitive, confidential matters that are critical to the deliverables of the University of Waterloo.
- **Level of Responsibility:** The HRP is responsible for partnering with assigned client groups to provide proactive (USG 8-9) and strategic (USG 10-11) support. The HRP may represent the University externally i.e. Human Rights, dispute resolution, and arbitration. The HRP is expected to look for opportunities to increase efficiency within the Client Service area.
- **Decision-Making Authority:** The HRP is expected for the most part to be self-directed in responding to client requests using sound judgement and analytics. Any operational changes with regards to reporting, terminations, dispute resolution must be referred to the Assistant Director or HR Director to determine whether the matter has to go before Committee.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an open office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions. Regularly walk across campus for meetings; multiple times per week.