

Job Description



Job Title:	Director, HR Projects, Technology & Analytics
Department:	Human Resources
Reports To:	Associate Provost, Human Resources
Jobs Reporting:	HR Projects & Technology Manager, Project Coordinator, People Analytics Specialist
Salary Grade:	USG 15
Effective Date:	September 2019

Primary Purpose

The Director HR Projects, Technology & Analytics directs all activities related to HR technologies, analytics, and continuous improvement initiatives (lean) while providing oversight to ensure the completion of all projects defined in HR's annual business plan. The incumbent is required to design and build the evidence based analytics platform while providing strategies and oversight to ensure the successful execution of broad based projects and initiatives including lean.

Key Accountabilities

Provides leadership and insight to department, committees and sub-committees;

- Participate in the HR Director's Management Meetings in developing both the short and long term plans in accordance with the broader HR strategic plan;
- Research, identify and develop recommendations for review and approval by university level committees;
- Member of HRMS Steering Committee; Workday Management Committee, Workday Organizational Change Management Committee;
- Participate in the Information Management Committee to support data stewardship and governance of HR records and data;

Ensures the effective utilization, deployment and development of people and capital resources

- Deploy and direct the HR Technology, Project and Analytics teams to ensure timely delivery of HR strategic goals;
- Allocate resources to support inter-department needs for support;
- Coach, train and develop employees to assure growth and development of those individuals;
- Conduct Annual Performance Plans with direct reports, and ensures adherence to Annual Performance Planning and Review process within the department;
- Promote team spirit, cohesiveness, motivation and commitment to customer focused service and continuous quality improvement.

Direct the development, implementation and sustainability of the institution's HR systems

- Develop and execute a strategic plan for the University's HRMS and HR related systems aligned with the overall strategic plan and in collaboration with IST;
- Oversee the institution's HR systems ensuring sustainability, interoperability and reliability of these systems;
- As a program owner, direct the design, implementation, and maintenance of Workday HCM while supporting the maintenance and design needs of all HR technologies;
- Provide direction in researching functional and technical advancement of HR systems and business processes;

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- Ensure the cohesiveness of HR technology and integration with HRMS and other departmental ERP systems as needed;
- Oversee the future selection, contract negotiations and extensions with vendors who provide technology solutions;
- Direct staff to ensure information security, privacy standards, data accuracy, and data integrity are monitored and audited across all HR-related enterprise systems;
- Identify and lead related change management efforts internally within HR and externally with departments when implementing systems changes;
- Oversee document and change control processes and drives the maintenance and improvement of these functions.

Lead the development of analytics to support evidence based decision making to drive forecasting capabilities, strategic insights and measurement of operational efficiencies

- Define the HR Analytics vision and strategy, in alignment with leadership priorities and executive stakeholder requirements;
- Partner with the Director of Client Services to provide expertise and consultative analytical support to client groups and senior leaders;
- Promote data governance and stewardship and improve overall strategic and operational insight across the campus community;
- Direct the build of a solid analytics framework including data warehousing for enterprise reporting, visual dashboards and more sophisticated analyses to support strategic decision making;
- Oversee the development and communication of data governance strategies and privacy of HR related data;
- Transform the services the data and analytics team performs from reporting and metrics to insightful analytics including predictive modelling and statistical analyses.

Oversee the effective planning and execution of Continuous Improvement, HR Transformation and HR Technology Projects and Initiatives

- Establish, oversee and govern the HR project management framework (including tools, processes, programs) enabling execution of multi-year HR and enterprise wide projects in a standardized way;
- Provide resources for centralized support of the creation of business cases, project charters and plans;
- Lead and/or sponsor large scale, campus wide projects and programs as needed to support HR transformation efforts from initiation to close ensuring change management principles are incorporated;
- Act as the internal expert for project management by maintaining strong industry and external knowledge of applicable trends and impact;
- Effectively set priorities, understand critical paths and identify needs to re-establish priorities for overall successful project outcomes;
- Oversee the management of projects for all cross functional HR projects aligned with HR's strategic plan to ensure HR delivers on its objectives;
- Functioning as a business sponsor and program manager, prioritize projects and activities and appropriately delegate and allocate work among staff members;
- Manage assigned project budgets and costs and report variances to the Executive Director.

Lead continuous improvement initiatives

- Lead the development and execution of a continuous improvement framework and strategy for the campus community in alignment with strategic priorities (Excellence Canada) and the requirements of the Executive Steering Committee for Lean initiatives;

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- Establish and execute a centralized process improvement framework and facilitate the ongoing education, communication and awareness of process management principles and standards to ensure consistent application in within the broader campus community;
- Execute and lead University-wide continuous improvement (Lean) initiatives including training on methodology and tools.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University undergraduate degree combined with Project Management Professional (PMP), CSSGB/lean certification or equivalent experience

Experience

- 8-10 years progressive experience leading the implementation and sustainability of HCM technologies, leading large cross functional projects/programs and defining evidence based decision making frameworks;
- 5 years' experience leading cross functional continuous improvement initiatives;

Knowledge/Skills/Abilities

- Advanced knowledge of project management practices and continuous improvement concepts and models including building these frameworks from the ground up;
- Direct experience in the development of a HR analytics function including data governance and privacy, data warehousing and the implementation of statistical tools for creation of data reporting and analytics to drive strategy;
- Experience with statistical modelling, predictive and prescriptive analytics is required.
- Strong business acumen and strategic decision making ability to support business case design and development and HR portfolio planning;
- Experience with purchasing and contract negotiations, project budgets, and vendor management;
- Ability to translate vision and strategy into tactical execution plans ensuring the most efficient and effective use of resources and deliverables;
- Solid analytical ability, judgment, and creative thinking skills to solve complex issues, which may include building consensus through brokering and facilitating effective solutions.
- Advanced understanding of Visio, Enterprise system applications (PeopleSoft, Workday, Object based and relational database models), Data warehousing, Lean/six sigma, project management/program and portfolio methodology, financial, statistical and technical acumen.

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership and other senior employees across all areas (Faculty, Staff, CUPE) to deal with an resolve issues related to area of responsibility. Individual must be able to influence and motivate stakeholders on issues that could impact the entire organization. Externally, this position will have significant contacts with government bodies and third party suppliers to research and resolve issues related to area of responsibility.
- **Level of Responsibility:** The position is responsible and accountable for the results of the HR Technology, Projects and Analytics team and is accountable and responsible for meeting the relevant objectives. In addition, the incumbent is required to oversee the completion of defined department

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projects/programs in addition to leading the definition and execution of lean on campus. The position is expected to be forward-looking, aware of trends and bring innovative and creative concepts, opportunities and recommendations to the Associate Provost, Human Resources

- **Decision-Making Authority:** Responsible and accountable for defining and directing the priorities of the HR Projects, Technology and Analytics area in addition to oversight of the HR business plan priorities while addressing changes to plans by consulting directly with the Associate Provost, Human Resources. Manages the HR budget for HRMS systems ((\$840k) implementation/maintenance) ensuring adherence and addresses issues directly with those involved bringing unresolved issues to the Associate Provost, HR as needed. The incumbent has authority to manage vendor relationships including resolving conflict, contract negotiations, and setting expectations. Unresolved issues are brought forward to the Associate Provost, HR for consultation
- **Physical and Sensory Demands:** Minimal demands typical of a leadership position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities