

## Job Description

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<b>Job Title:</b>	Director, HR Client Services
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Associate Provost, Human Resources
<b>Jobs Reporting:</b>	Manager, HR Partners, Manager, Talent Acquisition, Manager, HR Administration and Job Evaluation Team Lead
<b>Salary Grade:</b>	USG 16
<b>Effective Date:</b>	September 2019

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### **Primary Purpose**

Accountable for providing strategic Human Resources (HR) leadership to ensure the day-to-day HR client services operate in support of overall HR operational objectives, add value to the organization and align with the overall strategic direction of the institution. The incumbent is responsible for the development and maintenance of a positive employee relations climate which includes providing effective, timely and strategically focused HR support to all client groups, including senior leaders, staff, faculty and union representatives.

### **Key Accountabilities**

#### **Human Resources Leadership**

- Directs and coaches the HR client Services team: HR Partners, Talent Acquisition, Job Evaluation, HR Administration and Onboarding
- Assists in setting and leads the implementation of the HR strategic direction to achieve results in the area of Staff, Labour and Faculty Relations.
- Participates in the HR Director's Management Meetings in developing both the short and long term plans in accordance with the HR strategic plan.
- Acts on behalf of the Associate Provost, Human Resources in their absence

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

- Deploys and directs the Client Services teams to ensure timely delivery of HR Strategic Goals.
- Coaches, trains and develops employees in Client Services to assure growth and development of those individuals.
- Conducts Annual Performance Plans with direct reports, and ensures adherence to Annual Performance Planning and Review process within the department.
- Promotes team spirit, cohesiveness, motivation and commitment to customer focused service and continuous quality improvement

#### **Leads the execution of delivery for Client Services**

- Analyses and measures employee relations processes to ensure delivery against HR strategic targets
- Develops and maintain partnerships that respond to changing customer needs and promotes the development of HR Services
- Ensures strategic recruitment initiatives are implemented by the Talent Acquisition team and evaluates the deliverables for ongoing improvement
- Develops and delivers value add HR services that align with both the HR and University strategic plan

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- Ensures the team proactively challenge the established organizational structure and design in relation to people planning and organizational transformation
- Champions the development of a HR service delivery team to centralize administration processes, provide triage, escalation support, create the development of service agreements to enhance the client experience and drive continuous improvement efforts.
- Ensures appropriate metrics are in place to drive forecasting capabilities, strategic insights and measurement of operational efficiencies both within the department and across the client groups.
- Researches, recommends and manages initiatives to ensure continued operational excellence
- Defines and communicates internally-set quality standards; ensure that all aspects of Client Service work to achieve satisfactory quality and consistency.
- Elicits feedback regarding the effectiveness of HR Client services and, where appropriate, modifies activities
- Accountable for identifying and executing continuous improvement and service delivery excellence opportunities throughout the Client Service function by identifying and adopting best practices.
- Deals with more complex escalated matters for the team.

### **Development and maintenance of positive and constructive employee relations climate**

- Works closely with HR staff and Management to align labour relations activities with the organizations strategic plans.
- Partners with University Leadership, departments and academic units to provide HR counsel, advice and guidance to UW employees regarding employment related issues.
- Develops strong and effective working relationship with UWSA, FAUW and CUPE 793.
- Develops and implements plans that supports, communicates, and reinforces the mission, values, philosophy, and culture of the University of Waterloo
- Works closely with disparate departments, providing leadership where necessary to improve the overall experience for the employee when dealing with matters related to their employment experience

### **Responsible for the delivery of the Universities job evaluation system**

- Ensures services are provided in a timely and effective manner in accordance with University Policy, procedures and practice, and Federal/Provincial legislation.
- Responsible for ensuring consistency in the job evaluation process, level of service and quality of advice provided by the job evaluation team
- Recommends standards and develops audit criteria to measure the team's effectiveness and efficiency in meeting the University's requirements for job evaluation
- Collaborates with the Director, Total Compensation on matters of process and committee requirements

### **Represents the University of Waterloo on Human Resources matters**

- Liaises externally with professional, community and government organizations, and agencies
- Anticipates, develops strategies and provides recommendations to ensure University avoids unnecessary legal challenges regarding employment issues.
- Working with stakeholders and legal counsel, develops recommendations for defense and works with ministry officers and others for successful outcomes while mitigating risk to the University.
- Cultivate effective working relationships with senior management, UWSA, CUPE 793 and FAUW.
- Works with external counsel and represents the University at mediation, arbitration and Human rights cases to ensure the University is appropriately represented

### **Provides leadership and insight to various committee and sub-committees**

- Research, identify and develop recommendations for review and approval by university level committees.
- Chair of the Union Management Committee

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- Member of the Provost Advisory committee on Staff Relations (SRC)
- Chair of the SRC Organizational Change – sub committee
- Member of the negotiation team for union negotiations in relation to the Collective Agreement with CUPE 793
- Member of the Healthy Workplace Committee
- Member of the Workday Organizational Change Management Committee
- Represents the views and interests of the University on various sub committees

*\*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 Certified Human Resource Professional (CHRP) designation or equivalent experience

#### **Experience**

- 8-10 years of progressive HR experience including experience working in a Labour relations type role with significant exposure to the grievance process, arbitration and contract negotiation.
- Policy development experience at a senior level working with a diverse group of constituents.
- Excellent communication and facilitation skills with demonstrated experience with ADR techniques.
- Demonstrated experience with job evaluation in a public sector work environment using a point factor method, Hay preferred.

#### **Knowledge/Skills/Abilities**

- Excellent communication and facilitation skills with demonstrated experience with Alternative Dispute Resolution techniques
- Intermediate skills in Microsoft Office suite
- Experience working with Human Resources Information Systems (PeopleSoft / Workday)

### **Nature and Scope**

- **Contacts:** Internally, communicates with senior leadership and other senior employees across all areas (Faculty, Staff, CUPE) to deal with, influence (SRC, Union Management), motivate and settle highly sensitive matters for the entire organization. Externally, this position will have significant contacts with customer and suppliers and will be involved in developing recommendations to settle highly sensitive, confidential matters that are critical to the deliverables of the University of Waterloo (Human Rights Tribunal Ontario (HRTO), negotiation with external legal counsel, CUPE Regional and National, Labour Board, WSIB etc).
- **Level of Responsibility:** The position is responsible and accountable for the results of the HR Partner, Talent Acquisition, Job Evaluation and HR Administration teams and is responsible for meeting the HR objectives. The position is also expected to be forward looking, aware of trends and bring innovative and creative concepts and opportunities to the Associate Provost, Human Resources.
- **Decision-Making Authority:** Responsible and accountable for executing the HR priorities for the HR Client Services area and addressing the changes to plans by consulting directly with the Executive Director, Human Resources. The role acts on behalf of the Associate Provost, Human Resources in their absence including HR budget expense approvals.

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- **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.