

## Job Description

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<b>Job Title:</b>	Director, Employee Relations, and Planning
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Chief Human Resources Officer (CHRO)
<b>Jobs Reporting:</b>	Manager, HR Partners, Manager, Workforce Planning & Analytics
<b>Salary Grade:</b>	USG 16
<b>Effective Date:</b>	January 2024

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### **Primary Purpose**

The Director of Employee Relations and Planning plays a key role in fostering a positive and productive work environment within the University. This position is responsible for overseeing all aspects of employee and labour relations, strategic workforce planning, and implementing data-driven people analytics initiatives to enable the University to achieve institutional objectives. The Director collaborates closely with senior management and department heads to ensure the University's workforce is structured and operating in alignment with organizational goals and values, providing direction to HR Partner team to support the same for managers and their client groups. The Director is a key member of the Human Resources senior leadership team and is responsible for contributing to the long-term strategic direction for employee relations and planning across the University.

### **Key Accountabilities**

#### **Remain current and conversant with compliance requirements, trends, and best practices**

- Maintains awareness of legislation, regulations, and standards related to area of responsibility to ensure compliance
- Maintains awareness of best practices and emerging issues related to area of responsibility
- Monitors trends in higher education and HR to proactively address emerging workforce challenges
- Maintains a strong grasp on the industry through participation in industry groups, networking with peers and conference attendance to gain insights into trends as well as employment arrangements of comparable entities
- Participates in professional development to aid in ongoing knowledge and skills acquisition
- Responsible for the Memorandum of and Collective Agreements with the Associations and Unions to deliver against corresponding commitments; discusses issues requiring attention with the Chief Human Resources Officer

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

- Establishes the direction and priorities and builds the Employee Relations and Planning strategic plan ensuring alignment with the University strategic plan
- Deploys and directs the Employee Relations and Planning team members to ensure timely delivery of strategic goals and to support inter-department needs
- Develops, monitors and adheres to the established administrative budget
- Coaches, trains and develops employees to assure growth and development of those individuals
- Conducts Annual Performance Plans with direct reports and ensure adherence to Annual Performance Planning and Review process within the department
- Promotes team spirit, cohesiveness, motivation and commitment to customer service and continuous quality improvement
- Manages more complex escalated matters for the team

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- Accountable for identifying and executing continuous improvement and service delivery excellence opportunities throughout portfolio by identifying and adopting best practices

### **Leads the execution of delivery for Employee and Labour Relations**

- Works closely with disparate departments, providing leadership to improve the overall experience for the employee when dealing with matters related to their employment experience
- Partners with University Leadership, departments, and academic units to provide HR counsel, advice, and guidance to employees regarding employment related issues
- Develops strong and effective working relationships with UWSA, FAUW, OPSEU and CUPE
- Works with the Chief Human Resources Officer, internal or external counsel to effectively represent the University and University leadership at mediation, arbitration, and Human rights cases; negotiates memorandums of settlement and release on behalf of the University in consultation with the CHRO and University Legal Counsel (or external legal counsel)
- Works closely with HR staff and Management to align labour relations activities with the organization's strategic plans
- Responsible for the performance management program for University Staff employees, collaborating with Talent Management team from a development perspective, and ensuring assessments are conducted in a fair and timely basis to support inputs for annual merit program calculations
- 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
- Investigate and resolve complex employee relations issues, providing guidance to HR partners and managers

- Develops and implements workforce planning strategies and collaborates with department heads and senior management to assess current and future workforce needs.
- Develops and delivers value add HR services that align with both the HR and University strategic plan

- Ensures the team proactively challenge the established organizational structure and design in relation to people planning, strategic workforce planning, and organizational transformation
- 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; elicits feedback regarding the effectiveness of HR services and, where appropriate, modifies activities; ensure area of responsibility achieves satisfactory quality and consistency

### **Leads strategic workforce planning and people analytics initiatives**

- Utilizes data analytics to inform decision-making related to employee engagement, retention, and performance
- Designs and implements metrics and dashboards to measure HR and workforce effectiveness
- Provides insights and recommendations based on data analysis to improve organizational performance
- Oversees data requests and makes recommendations to the Chief Human Resources Officer on data privacy and sharing
- Direct the build of a solid analytics framework including visual dashboards and more sophisticated analyses to support strategic decision making
- Oversees the development and communication of data governance strategies and privacy of HR related data

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- Transforms the services the data and analytics team perform from reporting and metrics to insightful analytics.

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

- Liaises externally with professional, local and university community and government organizations, and agencies on behalf of the University on matters related to area of responsibility
- Anticipates risks, develops strategies, and provides recommendations to ensure the University avoids unnecessary legal challenges regarding employment issues.
- Working alongside stakeholders and legal counsel, develops recommendations for defense and works with ministry officers and others for successful outcomes while mitigating risk to the University.
- Develops and maintains partnerships to respond to changing needs and promote the professionalism of Human Resources
- Cultivates effective working relationships with senior management and leadership, University resources, and the employee stakeholder groups (i.e., UWSA, CUPE, OPSEU and FAUW).

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

- Participates in HR Leadership Team meetings in developing both the short- and long-term Human Resources plans in accordance with the strategic plan of the Vice-President, Administration and Finance as well as the broader University's strategic plan
- Researches and monitors trends, review and/or conduct analyses, identify and develop reports and exhibits for University level committees in accordance with annual workplans or special initiatives; implement changes as determined by the Committees.
  - Chair of the Union Management Committee
  - Working member of the Staff Relations Committee (SRC)
  - Chair of the SRC Organizational Change – sub committee
  - Member of the Sexual Violence Taskforce
  - Ad hoc resource to various other committees for area of responsibility representing the views and interests of the University including the Faculty Relations Committee (FRC) and policy development/revision committees, as required

*\*All employees of the University are expected to always follow University and departmental health and safety policy, procedures, and work practices. Employees are also responsible for completing 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 equivalent experience
- Certified Human Resource Leader (CHRL) designation

### **Experience**

- 8-10 years of progressive HR experience including experience working in an Employee/Labour relations type role with exposure to the grievance process, arbitration, and contract negotiation
- Policy development experience at a senior level working with a diverse group of constituents
- 8-10 years of experience leading, supervising, motivating and directing the work of others
- Experience designing, implementing and delivering organizational initiatives

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

- Excellent communication and facilitation skills with demonstrated experience with Alternative Dispute Resolution (ADR) techniques
- Intermediate skills in Microsoft Office suite

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- Experience working with Human Resources Information Systems (Workday)
- Strong business acumen and strategic decision-making ability to support business case design and development and HR portfolio planning
- 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.

### Nature and Scope

**Contacts:** Internally, communicates with senior leadership and other senior employees across all areas (Faculty, Staff, CUPE, OPSEU) to deal with, influence (SRC, Union Management), motivate and settle highly sensitive, confidential 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, Workforce Planning & Analytics 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 Chief Human Resources Officer.
- **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 the Chief Human Resources Officer.
- **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.