

Job Description

Job Title:	Manager, HR Partners
Department:	Human Resources
Reports To:	Assistant HR Director, Client Services
Jobs Reporting:	HR Business Partners, Onboarding
Salary Grade:	USG 12
Effective Date:	July 2018

Primary Purpose

Accountable for leading the HR Partner Services Team and providing strategic customer focused, comprehensive HR advice and support to all client groups in line with organizational policies, procedures and legislative requirements.

Key Accountabilities

Provide customer focused advice and support:

- Analyses and measures employee relations processes to ensure delivery against HR Strategic targets
- Implements the HR Strategic direction to achieve results in the area of Staff, Labour and Faculty Relations
- Committed to customer focused solutions and continuous quality improvement
- Liaises as a single point of contact for both the Managers and Staff in the assigned client groups
- Develops and maintains partnerships that assist with the promotion and development of HR Services
- Proactively manages all client relationships
- Implements University wide strategic initiatives and makes recommendations for ongoing improvement
- Provides client support in the areas of recruitment, salary administration, counselling, training and development, organizational change
- 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
- Partners with managers and staff on employee relations matters including performance management, conflict resolution, attendance management, return to work and discipline

Development and maintenance of positive and constructive employee relations climate

- Partners with client groups to provide HR counsel, advice and guidance that complies with Provincial legislation
- Works closely with HR staff and management to align labour relations activities with the organizations strategic plans
- Provides advice and guidance within the framework of University policies and procedures
- 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

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- 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
- Works closely with disparate departments, providing leadership where necessary to improve overall experience for the employee when dealing with matters related to their employment experience

Represents the University of Waterloo on Human Resources matters:

- Liaises externally with 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 ministry officers and others to produce successful outcomes
- Develops effective working relationships with client groups, senior management, UWSA, CUPE 793 and FAUW

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

- Manages and coaches the HR Business Partner Services Team comprised of Human Resources Business Partners and Onboarding Specialist
- Deploys staff most productively to meet department goals and objectives
- Coaches, trains and develops employees in Staff relations 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

Required Qualifications

Education

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

Experience

- 3-5 years of progressive HR experience working as a Senior Business Partner with experience of leading and managing a Business Partner Team. Significant exposure to conflict and human rights, collective bargaining, arbitration, dispute resolution, policy development and demonstrated experience with ADR techniques. Experience of implementing an onboarding strategy is desirable. Excellent communication, problem solving and facilitation skills.

Knowledge/Skills/Abilities

- Intermediate skills in Microsoft Office suite
- PeopleSoft HRMS

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, 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:** This position is responsible and accountable for the results of the HR Business Partner Services Team and is responsible for meeting the HR objectives. May represent the University externally i.e. Human Rights, dispute resolution, arbitration. The Manager, Business Partner Services is expected to look for opportunities to increase efficiency within the Client Service area.

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- **Decision-Making Authority:** The Manager, Business Partner Services is expected for the most part to be self-directed in responding to client requests. 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 or Senior Leadership.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions.