

## Job Description

---

<b>Job Title:</b>	Manager, HR Partners
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Senior Director, HR
<b>Jobs Reporting:</b>	HR Partners
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	March 2023

---

### **Primary Purpose**

The Manager, HR Partners drives the development and implementation of employment solutions and practices that enables organizational effectiveness to support clients in achieving their strategic objectives. The Manager, HR Partners leads the HR Partner team in providing strategic customer focused, comprehensive HR advice and support to all client groups in line with organizational policies, procedures and legislative requirements.

### **Key Accountabilities**

#### **Strategic Support and Guidance:**

- Partners with senior leaders to provide University wide HR focused strategic solutions and initiatives for continuous improvement
- Implements the HR strategy to achieve results in the area of Employee Relations
- Represents HR on various campus wide strategic initiatives, working groups, committees and projects that builds on new and existing best practices, University policies and guidelines
- Develops and maintains partnerships that assist with the promotion and development of the HR strategy

#### **Customer Focused Advice and Support:**

- Partners with senior leaders on employee/labour relation implications, risks, and solutions that involve legislative employment requirements, best practices and University policies
- Provides HR advice, guidance and education to minimize risk and ensure compliance with current and evolving legislation related to, but not limited to, the Employment Standards Act, Labour Relations Act, Human Rights Code, Occupational Health and Safety Act, Pay Equity Act, and the Accessibility for Ontarians with Disabilities Act
- Counsels managers and staff on employee/labour relations matters including performance management, conflict resolution and workplace counselling, progressive discipline, attendance management, accommodations, and return to work solutions
- Implements institutional wide decisions and departmental practices
- Analyzes and measures employee relation processes to ensure delivery against HR Strategic targets
- Committed to customer focused solutions and continuous improvement
- Delivers timely, clear communication on HR initiatives, news and updates to client groups

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

- Works in collaboration with the CHRO and Legal Counsel to provide information on employment litigation matters
- Ensures compliance of current legislation, regulations, and standards in relation to employment standards, equity and human rights

## Job Description



- Anticipates, develops strategies and exercises due diligence to ensure University avoids unnecessary legal challenges regarding employment related issues
- Works with stakeholders 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, OPSEU, and FAUW
- Liaises externally with professional, community and government organizations, and agencies

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

- Oversees the HR Partner team in the consistent execution of HR employment policies, processes and legislation
- Fosters the development of others, contributes to the creation of a healthy work environment, encourages the open exchange of information and ideas, and facilitates cooperation and collaboration
- Directs the work, initiatives and priorities that strategically aligns decisions with the department's vision, values and goals
- Manages performance through both formal (Annual Performance Planning and Review process) and informal methods such as providing regular feedback, coaching and one-on-one meetings. Instills a high-performance culture and respectful work environment that attracts, retains, and inspires the best

*\*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 or equivalent experience combined with Certified Human Resource Leader (CHRL) designation

### **Experience**

- 8-10 years of progressive HR experience working as a Senior HR Partner
- Experience leading and managing an HR Team
- Significant exposure to conflict and human rights, collective bargaining, arbitration, dispute resolution, policy development and demonstrated experience with ADR techniques.
- Experience with the interpretation and application of current employment legislation including, but not limited to, the Employment Standards Act, the Ontario Human Rights Code, the Occupational Health and Safety Act, Pay Equity Act, and the Accessibility for Ontarians with Disabilities Act
- Extensive experience addressing challenges related to complex employee relations
- Demonstrated experience developing trust and influencing relationships at all levels

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

- Ability to think strategically and translate into operational action
- Strong team engagement, facilitation and coaching skills to build team morale and improve culture
- Excellent interpersonal, negotiation, mediation and conflict resolution skills
- Analytical skills to develop and interpret metrics and design reports to inform decision making
- Intermediate skills in Microsoft Office suite
- Workday HRMS

---

### **Nature and Scope**

- **Contacts:** Internally, communicates with senior leaders, staff, faculty and union representatives to assist with 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 Partner Team and is responsible for meeting the HR objectives. The Manager, HR Partners is responsible for providing advice and best practices, that must be considered carefully before deciding on a recommended course of action, in order to support campus and avoid risk to the University (i.e., providing interpretation on legislation and its implications). This position represents HR on various campus wide strategic initiatives, working groups, committees, policy development, and externally in Human Rights cases.
- **Decision-Making Authority:** The Manager, HR Partners is expected to be self-directed in responding to client requests. Any matters involving employment litigation are referred to the Manager, HR Partners to work on achieving an agreement through legal and in collaboration with the Chief Human Resources Officer.
- **Physical and Sensory Demands:** This position requires regular mental and visual concentration while working on the computer and when reviewing information for details and accuracy. Listening concentration is often required to respond to requests for guidance, recommending solutions, and communicating with senior management/leaders.
- **Working Environment:** Frequent exposure to stress and emotionally charged situations resulting in unavoidable exposure to disagreeable or uncomfortable experiences and/or interactions due to the nature of the job. Unpredictable workload with competing priorities and demands.