

## Job Description

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<b>Job Title:</b>	Director, Faculty Services
<b>Department:</b>	Dean of Engineering Office
<b>Reports To:</b>	Executive Officer
<b>Jobs Reporting:</b>	Executive Assistant to the Dean, Faculty Services Manager(s), Faculty Assistant
<b>Salary Grade:</b>	USG 15
<b>Effective Date:</b>	December 2023

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### **Primary Purpose**

Reporting to the Executive Officer (EO), the Director, Faculty Services (Director) is responsible for providing advice, guidance, and support on collegial processes in the Faculty of Engineering. The Director is the key operational advisor to Engineering senior leadership, including the Dean, six (6) Associate Deans, six (6) Department Chairs, two (2) School Directors, and several senior staff leadership and program Director positions in the Faculty. The Director provides advice and counsel on faculty and staff related human resources matters within the Faculty of Engineering including 350+ faculty FTE, 250+ staff FTE, 8 academic units and 9 administrative support units. Ranked top 40 globally, the Faculty of Engineering offers undergraduate and graduate programs across eight academic units including several collaborative programs jointly offered by multiple units. Undergraduate student enrolment is approximately 8,500+ with graduate student enrolment at 2,100+. The Director facilitates human resources best practice to support the effective delivery of programs and services, strategic priorities, aspirations, and values of the Faculty of Engineering. The position has responsibility for guiding effective team collaboration, overseeing human resources management functions including recruitment, retention, performance development, and expert advice that aligns with institutional policy. The incumbent plays an essential role in fostering a positive, cohesive, and collaborative working environment across all academic and administrative units in the Faculty of Engineering. The Director provides operational leadership to the Dean of Engineering Office (including all administrative units) for planning, deployment, professional development, evaluation, management, and advises academic units on all human resources related matters.

As a critical member of the EO team, the Director exercises judgment and discretion in their capacity as head of HR, as well as authority on human resources related policies within the Faculty of Engineering. Working closely with the EO, the incumbent ensures that complex organizational structures align with the Faculty's vision and priorities, which may evolve from time to time. The Director is the primary liaison between the Faculty and Human Resources and connects all Administrative Officers across the Faculty.

### **Key Accountabilities**

#### **Employee Relations and Human Resources Administration**

- Is responsible for providing primary advice and counsel for faculty and staff as it relates to recruitment, performance management, retention and human resources best practice
- Provides critical and timely response and serves as a link between senior leadership, Administrative Officers, managers in administrative support units, and employees for human resources related questions, concerns and the interpretation of policy and guidelines

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- Provides advice on employee relations issues, including allegations of harassment, workplace complaints, employee concerns, and dispute resolution
- Assesses issues for current and potential risks and escalates to the Dean and Executive Officer as required
- Advises and supports Chairs, Directors, Associate Deans, and Administrative Officers on human resources best practice for faculty and staff recruitment and on-boarding processes
- Provides operational leadership to the Administrative Officers and administrative support managers to promote, influence and guide human resources best practice
- Provides operational leadership to support performance evaluation and retention of faculty and staff
- Administers the compensation program processes for faculty and staff
- Provides information, recommendations and supports regular review of organizational structures and job function in academic and academic support units to ensure that human resources are effectively deployed and managed
- Advises senior leaders on organizational policy change to align with University requirements
- Mentors and supports leaders in the implementation of employee related process change
- Interprets and explains human resources policies, processes and relevant legislation
- Provides advice and consultation on staff and faculty grievance issues
- Mentors staff on professional development, goal-setting and career planning opportunities
- Prepares and maintains employment records related to key milestones including recruitment, terminations, leaves, transfers and job evaluation
- Maintains and updates human resources related documents, such as organizational charts, employee handbooks, etc.
- Supports the administration of Faculty recognition initiatives including Outstanding Performance Awards, Faculty Service Awards, Distinguished Performance Awards, Outstanding Staff Performance Awards and other special awards at the request of the Dean

### **Administrative Leadership, Deployment and Development of People**

- Manages and coaches the administrative team including the Executive Assistant to the Dean, Faculty Services Managers, Faculty Assistant, temporary employees, co-op students
- Deploys staff to meet Faculty goals and objectives effectively and efficiently
- Coaches, trains and develops employees within the core team to ensure growth, professional development, and succession planning
- Supports the needs of academic and administrative units during staffing issues, contributes to and guides discussions on workforce planning
- Conducts annual performance reviews with direct reports including identifying training opportunities, defining mutual goals and objectives and performance improvement plans
- Promotes team spirit, engages, and motivates employees to establish and foster cohesiveness, collaboration, and commitment to exceptional client service and quality improvement
- Implements and supports plans, communications to reinforce the values, aspirations, culture of the Faculty
- Supports opportunities for continuous improvement and develops efficiencies to balance workload within the core team
- Analyzes internal processes, recommends and implements procedural or policy changes to improve operations within the core team and Faculty that align with University policy
- Supports academic and administrative units with the preparation of job descriptions, interview questions
- Guides the recruitment process and serves on hiring committees as needed

- Supports and guides processes for organizational change within Engineering, works with unit heads, Human Resources to achieve strategic goals
- Works closely with academic and administrative support units providing leadership, support and advice to improve onboarding, employee experience and retention
- Provides advice, counsel and oversight to senior leaders, Administrative Officers, and unit managers on the job evaluation process for the Faculty
- Provides advice, counsel to senior leaders, Administrative Officers and unit managers on the development and implementation of common job descriptions, career paths to promote engagement, succession planning, flexible work arrangements, and retention strategies
- Builds and maintains excellent relationships with several University wide resources including UWSA, FAUW, Office of the VP Academic and Provost, Conflict Management and Human Rights, Human Resources, to advocate for and promote staff and faculty goals
- Makes recommendations on staff salary offers, salary increases to maintain equity within the Faculty
- Prepares and reviews operational reports and schedules to ensure accuracy and efficiency to achieve performance goals
- Works closely with the disability management team and Occupational Health on faculty and staff leaves, requests for accommodation and successful return to work plans
- Chairs regular meetings with Administrative Officers to communicate and promote human resources best practice. Encourages a collaborative and open forum for discussion and information sharing
- Represents the interests of the Faculty of Engineering at campus wide consultation sessions related to human resources process change, and implementation of new initiatives

### **Academic Recruitment, Employment, Compensation, Tenure and Promotion**

- Provides oversight on faculty and non-faculty appointment process through interpretation of relevant policy, Memorandum of Agreement, collective agreements, and best practice, provides guidance on appointment category, and end of employment including notice and severance requirements
- Reviews and approves non-faculty appointments for post-doctoral fellows, research associates and visitors ensuring appointment requests are consistent with University policy, Faculty guidelines, and human resources best practice
- Provides advice, expertise on recruitment, academic job postings, annual performance reviews for faculty, merit, sabbaticals, tenure and promotion
- Provides leadership and critical advice as the Faculty transitions to a more technology-enabled working environment
- Reviews hiring recommendations for faculty appointments for submission to the University Appointments Review Committee (UARC). Interprets policies, guidelines on conflict of interest, best practice from UARC and Legal and Immigration Services, and advises academic units as required
- Reviews mission critical and authorization to advertise forms to ensure compliance with relevant policy and advertising requirements
- Serves as Executive Council designate for job approvals, and offer approvals and advises on salary equity for the Faculty
- Interprets relevant University policies, procedures, and the Memorandum of Agreement on issues related to faculty salary increases, grievance, conflict of interest, workplace harassment allegations, and ethical behavior
- Prepares administrative appointments, terms, and communications for senior leadership appointments in the Faculty
- Supports the Executive Officer with the administration of planning documents, special projects, and new initiatives as it relates to staff engagement, compensation, recruitment, and human resources administration

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- Supports the planning and communication of convocation activities within the Faculty and administers relevant processes as required
- Oversees student funding programs within the Faculty to promote and encourage hiring of first-work term students, upper year co-op and student research positions
- Acts as the point of contact between the Faculty and CEE on student hiring issues
- Oversees and coordinates the allocation of work placements within the Faculty

### **Relationship Building and Strategic Liaison**

- Provides the Dean and Executive Officer with critical updates on potentially escalating faculty and staff issues and makes recommendations for resolution
- Works closely with senior leaders, Administrative Officers, administrative support unit managers, Conflict Management and Human Rights Office, and Human Resources to identify, develop and implement effective dispute resolution strategies
- Identifies patterns and trends of issues, concerns and complaints, and brings to the attention of senior leadership for resolution, policy, and practice changes to promote employee engagement, retention and experience
- Is a member of several senior leadership committees and working groups within the Faculty and campus wide; serves as a resource for human resources related issues, policy interpretation and strategic planning
- Supports membership of the Dean's Staff Advisory Committee to address staff concerns, and strategic priorities for staff including but not limited to training opportunities, professional development, career planning, and promoting a culture of service excellence
- Serves on Faculty and University committees as appropriate

### **Policy and Legislative Compliance**

- Stays abreast of current trends and changes in University and regulatory policies related to human resource legislation and best practice
- Ensures the Faculty is compliant with relevant legislation including University policy, Memorandum of Agreement, and human resources best practice
- Ensures the delivery of timely communication of legislative and policy changes, and new initiatives
- Verifies that all University and regulatory policies and procedures have been documented, implemented, and communicated to key stakeholders in Engineering
- Provides expert advice in grievance investigations, and monitors complaint and grievance activity to determine underlying issues
- Identifies and works with investigators as needed
- Maintains a record of documented compliance activities including complaints, investigations, and outcomes
- Promotes and supports opportunities for employee training, development and implementation of SOP's to ensure we are compliant with University and legislative changes

*\*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 degree in a related field or equivalent work experience combined with additional education and training. Human resources certification an asset

### **Experience**

- 8 to 10 years of progressive human resources experience in employee relations, recruitment processes, compensation, performance, retention and dispute resolution
- Management experience with a proven record of achievement in the effective leadership of people
- Demonstrated experience and knowledge of relevant legislation, academic life cycle, University policy including but not limited to compensation, organizational planning, recruitment, employee relations, human rights compliance, health and safety, change management, employee engagement and professional development
- Significant experience in building consensus and influencing decisions in an academic environment

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

- Proven ability to maintain collaborative partnerships with key stakeholders, share pertinent information on a timely basis
- Demonstrated ability to serve as a trusted and knowledgeable resource to senior leaders and managers within an academic environment
- Outstanding interpersonal skills, relationship building and employee coaching skills
- Superior communication and facilitation skills and a proven ability to handle sensitive and confidential information with discretion
- Demonstrated ability to influence, counsel, deliver advice, interpret and guide process to recruit and retain a diverse employee group
- Experience with conflict management and human rights and dispute resolution
- Intermediate to advanced computing skills including MS Word, Excel, PowerPoint. Experience in guiding the development of and implementation of new systems to support Faculty priorities and streamline processes
- Experience with Workday
- Ability to guide and provide training to others on new processes and programs
- Demonstrated awareness and understanding of equity, diversity, inclusivity and imbalance of power
- The ability to focus and set priorities, lead with integrity, demonstrate a responsive management style, and proven commitment to service excellence
- Enthusiastic individual who possesses the ability to engage and motivate others, develop cohesive and collaborative teams to ensure service excellence
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with internal and external colleagues

### **Nature and Scope**

- **Contacts:** Internally, communicates with and interacts frequently with senior leadership (Dean, Associate Deans, Chairs, Directors, Executive Officer, Administrative Officers, unit managers, and employees within the Faculty and across the University) to support, engage, manage, and influence discussions on key administrative processes in the life cycle of faculty and staff members. The incumbent advises and guides processes including but not limited to recruitment, performance, retention, compensation, discipline, organizational changes, sensitive and confidential matters. Externally, establishes and fosters excellent working relationships with stakeholders, academic support units, to achieve strategic priorities, and vision of the Faculty of Engineering.
- **Level of Responsibility:** The position is responsible and accountable of all functions as outlined above and reports on all aspects of human resources best practice related to recruitment, performance and retention to the Dean, and Executive Officer as appropriate.
- **Decision-Making Authority:** Is responsible for executing and implementing human resources best practice, priorities, employee relations strategies in consultation with the Dean, and Executive Officer.

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- **Physical and Sensory Demands:** Unpredictable workload that cannot be planned in advance; competing priorities; routine exposure to stress and emotionally charged situations due to the nature of the job
  - **Working Environment:** The faculty and staff relations component of the role involves psychological risk resulting from unavoidable exposure to disagreeable or uncomfortable environmental conditions. It may include exposure to experiences and interactions with individuals who are upset, aggressive, and unpredictable. The role requires the incumbent to exercise strict confidentiality and sensitivity when dealing with issues. Duties may require unusual hours or schedules.