

Job Description

Job Title:	Director, Talent Development
Department:	Human Resources
Reports To:	Chief Human Resources Officer (CHRO)
Jobs Reporting:	Manager, Learning and Development, Manager, Talent Acquisition, OD Specialist Consulting, OD Specialist, Talent Management
Salary Grade:	USG 15
Effective Date:	January 2024

Primary Purpose

The Director of Talent Development is accountable for the development, implementation and execution of integrated talent management programs, initiatives, and strategies to support an exceptional employee experience. The Director is responsible for developing and delivering strategies to successfully attract, retain, develop, and advance employees at Waterloo. The Director is responsible for talent acquisition, engagement, employee, and leadership development, and supporting leaders through organizational development initiatives. This individual ensures the operational success of Talent Acquisition (TA) and Organizational and Human Development (OHD) and provides leadership and direction for both teams. The Director is a key member of HR's senior leadership team and is responsible for contributing to the long-term strategic direction for talent management across the university.

Key Accountabilities

Provides leadership and insight to department, committees and sub-committees

- Provides advice to senior leadership on talent development strategies and initiatives
- Researches and monitors trends, reviews and/or conducts analysis, and develops reports and exhibits for university level committees in accordance with annual work plans or special initiatives; implement changes as determined by the Committees
- Represents Human Resources on internal and external committees
- Researches, identifies and develops recommendations for review and approval by the Chief Human Resources Officer and university level committees
- Establishes and leads consultation committees and processes on talent development programs

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

- Establishes the direction and priorities for Talent Development strategic plan and ensures that the plan is aligned with the University strategic plan
- Builds the Talent Development strategic plan and ensures that delivery is efficient, on budget and on time
- Deploys and directs the Talent Development team members to ensure timely delivery of Talent Development strategic goals
- Develops, monitors and adheres to the established administrative budget
- Allocates resources to support inter-department needs for support
- 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
- Deals with more complex escalated matters for the team
- Accountable for identifying and executing continuous improvement and service delivery excellence opportunities throughout portfolio by identifying and adopting best practices

Responsible for the creation of the strategy and directing the development, the execution and the delivery of talent development initiatives across the University

- Leads the design and execution of the strategic talent development initiatives to cultivate a positive employee experience
- Leads the development of competency frameworks for all university leaders and staff
- Consults with University leadership to understand needs, gain buy-in on proposed initiatives, and drive results with respect to new and ongoing learning initiatives
- Manages the necessary infrastructure to implement campus-wide staff learning to support supervisory, management, functional and technical and non-technical learning and professional career development efforts for university staff and faculty administrators
- Develops and implements plans that support, communicate, and reinforce the mission, values, philosophy, and culture of the University of Waterloo
- Consults with University leadership to identify skill gaps and ensure that the program delivery is aligned with the University's learning and development goals
- Consults with other learning and development units on campus e.g., CEL, CTE, CEE etc. to collaborate on initiatives that impact the campus community
- Develops and maintains partnerships that respond to changing customer needs and promotes the development of OHD and Talent Acquisition Services
- Ensures strategic initiatives are implemented by the Talent Development team and evaluates the deliverables for ongoing improvement
- Ensures appropriate metrics are in place to drive forecasting capabilities, strategic insights and measurement of effectiveness both within OHD, TA and across the University
- Researches, recommends and manages initiatives to optimize employee attraction, retention and development
- Defines and communicates internally set quality standards; ensure that all Talent Development initiatives and programming achieves set quality and consistency standards
- Elicits feedback regarding the effectiveness of Talent Development activities and, where appropriate, modifies activities

Develops and maintains a positive and constructive employee and workplace culture

- Leads the development and delivery of University-wide programming to enable a positive working environment. This includes championing the integration of the University values into the fabric of the University culture
- Partners with University departments and academic units to implement solutions that align with the University's values, philosophy, and culture
- Provides advice and guidance to employees regarding talent development related issues

Represents the University of Waterloo on Talent Development matters and related initiatives

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- Liaises externally with professional, community and government organizations, other universities, and agencies on behalf of the University of Waterloo
- Develops strategies, recommendations and responds to senior administrator's requests for learning and development initiatives, planning or review as well as talent acquisition needs

**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

- Masters or Undergraduate degree with equivalent experience in adult education
- Certified Human Resource Leader (CHRL) designation and/or Certified Training and Development Practitioner designation or equivalent experience.

Experience

- 8-10 years of progressive senior leadership and industry experience in the field of human resources, learning and development, or organizational development including adult learning and development, with a proven track record of achievement and success within Learning & Development
- 8-10 years of experience leading, supervising, motivating and directing the work of others.
- Experience designing, implementing and delivering organizational strategic talent development initiatives
- Experience of evaluating talent development programs against industry, organizational standards, and policies relevant to staff learning and development

Knowledge/Skills/Abilities

- Knowledge of employee learning and development methodologies
- Knowledge of talent acquisition processes, procedures, and strategy
- Knowledge of the concepts and practices of adult learning, equity, diversity and inclusion, and the ability to apply these concepts and practices to workplace activities
- Competencies will include strategic thinking, group process facilitation, people management, relationship management, change management, interpersonal, organizational communication skills
- Problem solving, risk taking, and decision-making skills

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership and other senior employees across all areas (Faculty, Staff, and CUPE) to influence, motivate and promote talent development strategies and initiatives of importance for the entire organization. Externally, this position will have significant senior contacts within partner institutions to facilitate benchmarking and information sharing, and enable program innovation within Waterloo's talent development practices.

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- **Level of Responsibility:** The position is responsible and accountable for the results of the group or department and is responsible for meeting talent development objectives. The position is also expected to be forward-looking, aware of trends and bring innovative and creative concepts and opportunities to the talent development teams.
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities of talent development for areas of responsibility and addressing the changes to strategic plans by consulting directly with the HR leadership team and other senior leaders.
- **Physical and Sensory Demands:** Minimal demands typical of a senior leadership position operating in 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.