

Job Description

Job Title:	Director, Organizational & Human Development (OHD)
Department:	Organizational & Human Development
Reports To:	Associate Provost, Human Resources (APHR)
Jobs Reporting:	Manager, Employee Development, Manager, Leadership Development, OHD Program Administrator
Salary Grade:	USG 15
Effective Date:	May 2021

Primary Purpose

The Director of Organizational & Human Development (OHD) is accountable for the development, implementation and execution of the OHD programs with a target of increasing the overall effectiveness of the University's employees. This individual ensures the operational success of OHD and provides leadership and direction to the OHD team. The Director, OHD is a key member of the APHR's senior leadership team and is responsible for contributing to the long-term strategic direction for leadership and employee career development across the university.

Key Accountabilities

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

- Participates in the APHR's leadership meetings to develop both the short and long term plans in accordance with the broader HR/OHD strategic plans;
- Provides advice to senior leadership on learning and career development
- 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 the Office of the APHR on internal and external committees
- Researches, identifies and develops recommendations for review and approval by university level committees

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

- Establishes the direction and priorities for OHD strategic plan and ensures that the plan is aligned with the University strategic plan
- Builds the OHD strategic plan and ensures that delivery is efficient, on budget and on time
- Deploys and directs the OHD team members to ensure timely delivery of OHD 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

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

- Leads the design and execution of the strategic learning and development roadmap to drive a culture of continuous learning and growth
- Leads the development of leadership competencies and a professional development framework for all university leaders
- 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
- Establishes the learning and organizational development strategy to ensure delivery against OHD strategic targets
- 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 maintain partnerships that respond to changing customer needs and promotes the development of OHD Services
- Ensures strategic initiatives are implemented by the OHD 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 and across the University
- Researches, recommends and manages initiatives to ensure continued operational excellence
- Defines and communicates internally-set quality standards; ensure that all OHD programming achieves set quality and consistency standards
- Elicits feedback regarding the effectiveness of OHD activities and, where appropriate, modifies activities

Develops and maintains a positive and constructive employee and workplace culture

- Leads the development and delivery of 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 provide focused learning and development opportunities that align with the University's values, philosophy, and culture
- Chairs the University's Healthy Workplace committee, focused on the establishment, maintenance and evaluation of a Healthy Workplace Plan for the University that is action-oriented and addresses all aspects of employee health and wellness
- Provides advice and guidance to employees regarding learning & development related issues

Represents the University of Waterloo on OHD matters and related initiatives

- 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

Job Description



**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

<p>Education</p> <ul style="list-style-type: none">• 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.
<p>Experience</p> <ul style="list-style-type: none">• 8-10 years of progressive senior leadership and industry experience in the field of Learning and Development including adult learning and development, with a proven track record of achievement and success within Learning & Development• Experience leading, supervising, motivating and directing the work of others.• Experience designing, implementing and delivering learning and development initiatives to a wide range of constituents• Experience of evaluating learning and development against industry, organizational standards, and policies relevant to staff learning and development
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Knowledge of employee learning and development methodologies• Knowledge of the concepts and practices of adult learning, and the ability to apply these concepts and practices to workplace activities.• Competencies will include: strategic thinking, people management, interpersonal, organizational communication skills. Problem solving, risk taking, and decision-making

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 learning, development and related matters 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 learning and development practices
- **Level of Responsibility:** The position is responsible and accountable for the results of the group or department and is responsible for meeting the OHD objectives. The position is also expected to be forward looking, aware of trends and bring innovative and creative concepts and opportunities to the OHD team
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities of OHD for areas of responsibility and addressing the changes to strategic plans by consulting directly with the Associate Provost, Provost and other senior leaders
- **Physical and Sensory Demands:** Minimal demands typical of a senior leadership position operation in an office environment
- **Working Environment:** Minimum exposure to unpleasant environmental conditions