

Job Description

Job Title:	Learning & Development Specialist, Onboarding
Department:	Organizational and Human Development (OHD)
Reports To:	Manager, Learning and Development
Jobs Reporting:	None
Salary Grade:	USG 9/10
Effective Date:	July 2023

Primary Purpose

Reporting to the Manager, Learning and Development within Organizational and Human Development (OHD), the Learning and Development Specialist, Onboarding is primarily responsible for the management, design, delivery, and university wide advancement of the University of Waterloo's onboarding programming. This position works collaboratively with other members of the OHD team to align onboarding with our employee and leadership development offerings and events. This position is also responsible for the coordination and facilitation of custom learning and development offerings and supporting the execution of OHD events, conferences, speakers, and other learning initiatives.

The work of OHD has a direct impact on all university departments. The incumbent understands and lives service excellence, working in a manner that builds and maintains strong relationships with all units and stakeholders. Contact with all levels of employee groups occurs daily and requires tact, discretion, and highly developed ability to engage with leaders at all levels, including senior executives in a professional and proficient manner. The Learning and Development Specialist, Onboarding understands the University context and the value that onboarding, employee and leadership learning and development has on achieving the university's strategic goals.

Key Accountabilities – Level 1

Contribute to the development of OHD learning strategies

- Support University of Waterloo employees in the pursuit of learning and professional development opportunities
- Foster strong, respectful and supporting relationships with departments, teams and individuals across the university who have a range of backgrounds, experience levels, learning experiences and expertise
- Work collaboratively with subject matter experts, members of the OHD team and the greater Chief Human Resources Officer (CHRO) group to ensure employee learning and development and skills related offerings align to organizational and job specific competencies
- Collaborate internally and externally to stay abreast of shifting priorities and desired collaborations for ongoing programming relevance and improvements
- Assist other Learning and Development Specialists to identify learning programs that contribute to employee career and professional development
- Facilitate a variety of OHD learning and development programs and offerings
- Assess learning and report on the effectiveness of current program offerings in relation to departmental goals and institutional strategic objectives
- Track and documents work activity and provide status updates as required.

Develop and Maintain Resources/Learning Tools

Job Description



- Identify and implement learning tools and strategies that are audience and topic appropriate based on the learning outcomes of the experience
- Design and develop a variety of relevant learning resources
- Manage projects related to the creation and maintenance of programs and resources that support and encourage reflexive, active learning tools that align to work-integrated learning experiences
- Curate and refresh the learning resources annually as driven by research, expert referrals, trends, and recommendations
- Evaluate the success of the tools and resources and make amendments as required

Onboarding Programming

- Responsible for the coordination of the design, development and delivery of the Onboarding portfolio.
- This includes but is not limited to the following:
 - Collaboration with campus partners, CHRO team members, and subject matter experts
 - Maintain accurate records and organization of all program/offering documentation and materials
 - Provide program support services (eg: arrangement of facilities physical or virtual, preparation of materials for participants, communication with participants, and related supports for program/offering experience)
 - Meet regularly with key stakeholders, senior leaders, other managers/ supervisors to remain up to date on the university's approach to onboarding and developing employees
 - Provide ongoing support and share available resources and information related to ongoing professional development opportunities
 - In partnership with Human Resources, manage and coordinate the annual onboarding (orientation) schedule
 - Manage service arrangements with internal/external providers to ensure cost effectiveness and exceptional service delivery
 - Contribute to any required travel arrangements/accommodation for external facilitators and program guests
 - Contribute to the development and execution of the measurement and evaluation for all programming under the Onboarding portfolio
 - Prepare associated reports, presentations, and makes recommendations to senior leadership as required.

Key Accountabilities – Level 2

At this level the incumbent will have extensive knowledge and background in all areas of OHD including learning styles, adult learning principles, organizational development and leadership. The Learning and Development Specialist, Onboarding will have considerable experience in design, coordination, implementation and evaluation of training programs, events and activities designed to promote training and development.

Experience will be directed toward custom workshops to assist with complex and challenging areas including custom learning requests designed and delivery to meet specific client needs. Client interactions will be a more senior level including Department Managers, Administrative and Executive Assistants. In special projects clients may also include Sr. Executive and Deans,

Special Projects

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- Leads or co-leads special projects within OHD that may be developed or assigned, and provides functional direction to assistants involved in these activities, where applicable.
- Uses high-level problem-solving skills applied to complex problems using theories, knowledge, previous experience and logic to analyze complex, non-routine problems and evaluate solutions
- Represents OHD team on specific projects, interdepartmental meetings or on learning and development committees.

Partnerships and Training

- Develops external partnerships across sectors to research, identify and develop innovative and strategic plans and best practices & maintains strong partnership opportunities across campus
- Provides mentorship, coaching and guidance, to encouraged and support to less-experienced staff by helping them to understand difficult or complex concepts.
- Serves a resource person for peers on difficult or complex matters
- Makes significant contributions to OHD goals

Professional Development

- Widely recognized across the institution for their skills and leadership in multiple areas of specialization
- Engages in research or specialized analysis in areas of teaching, learning, and design.
- Works as an established expert within client groups and is engaged in further developing skills around academic administrative training and development
- Participates in professional associations
- Present workshops or papers at conferences

**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

- Completion of an undergraduate degree with a master's degree preferred in a relevant discipline (e.g., education, leadership, etc.); equivalent combination of education and experience will be considered.
- Certified Human Resource Leader (CHRL) an asset
- Background in adult education, human resources, instructional design, organizational development or other relevant disciplines
- Progression to USG 10 requires the completion of a master's degree in a relevant discipline

Experience

- 2-3 years of experience in event planning, design, coordination, implementation and evaluation of creative learning and development programs, events, and experiences
- Experience in fostering effective group communication
- Experience in a post-secondary environment an asset

Knowledge/Skills/Abilities

- Knowledge of adult learning principles and the ability to design learning programs for adult learners
- Knowledge of effective learning and development methodologies and best practices

- Knowledge of Universal Design for Learning (UDL) and the ability to design learning programs that accommodates the needs and abilities of all learners by eliminating unnecessary hurdles in the learning process
- Ability to build relationships and partnerships at all levels of the organization
- Skilled group process and learning facilitator with ability to confidently present material to diverse audiences
- Outstanding interpersonal and organizational skills with the ability to prioritize tasks, meet deadlines and manage competing priorities simultaneously
- Ability to excel in an independent, highly confidential, ever-changing work environment
- Ability to be an exceptional listener with excellent written and verbal communication skills
- Ability to communicate discretely and tactfully, especially when dealing with confidential information and sensitive topics
- An advanced knowledge of University of Waterloo culture, organization and community required to progress to higher level

Nature and Scope

- **Contacts:** Executive and managerial staff across campus, professional and administrative staff in Human Resources and the office of the CHRO, etc., including consulting/research collaborations across the campus community. Facilitates experiences for variety of audiences including senior leaders, board members, executives and staff.
- **Level of Responsibility:** Manages a specialized portfolio within the department and is responsible for the work within that area of responsibility. Frequently provides guidance to others through mentoring and coaching workshop participants.
- **Decision-Making Authority:** Makes frequent, timely independent decisions based on general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities and ability to respond in the moment when in front of an audience in workshops.
- **Physical and Sensory Demands:** Minimal demands primarily operating within an office environment. Occasional lifting, carrying, and standing for periods of up to 6 hours.
- **Working Environment:** The OHD program is a flextime unit and occasional weekend and evening work may be required. Key attributes of the working environment are flexibility in terms of work hours and availability due to the nature of how OHD learning and development offerings and initiatives are structured for delivery; demonstrate creativity and innovation and be a naturally collaborative team oriented individual. Occasional exposure to stressful situations at large OHD events and in learning programs with difficult participants.