

Job Description

Job Title:	Manager, HR Administration
Department:	Human Resources
Reports To:	Director, HR Client Services
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	January 2013

Primary Purpose

The Manager, HR Administration oversees centralized HR administrative functions and processes to support the HR team and the broader UW community while ensuring consistency and best practices in all administrative processing.

Key Accountabilities

Manages the Effective Execution of all HR Administrative Processes

- Oversee the administration and processing for all new employees and faculty, benefit sign-ups and enrolment in UW defined programs
- Ensure all position and job related changes are updated and reflect current complement by working with key stakeholders campus wide, reviewing audit reports and via communication within HR client services and compensation teams
- Ensure that all HR transactional and administrative end to end processes are working effectively and efficiently for continued operational excellence
- Provide administrative support to the annual salary increase process as required by the compensation team
- Support recruitment administrative processes as needed ensuring an exceptional candidate experience
- Maintain partnerships that respond to stakeholder needs while promoting HR's operational excellence model
- Regularly review administrative processes to ensure they are operating efficiently and effectively

Define, Create and Execute Reporting Requirements

- Understanding the needs of HR and in collaboration with the Assistant Directors, define and create front line reports on a timely basis while escalating more complex reporting and technical requirements to the HRMS team
- In collaboration with senior HR leadership, create and maintain actionable, proactive metrics and scorecards to provide critical information to HR and the broader community inclusive of quality and audit measurements

Provide Front Line Triage Support for the HR Department with an Exceptional Customer Service Approach

- Manage all front line requests for information, processing, and support by triaging and assigning work where appropriate for completion
- Oversee reception ensuring operational and service excellence in collaboration with the Payroll team
- Regularly assess performance against defined service standards and make adjustments as required to ensure continuous improvement

Job Description



Ensures the Effective Utilization, Deployment and Development of Staff

- Deploy staff to productively meet all defined department goals and service standards
- Coach, train and develop employees to ensure growth and development of staff
- Conducts Annual Performance Plans with direct report and ensure adherence to Annual Performance Planning and review processes within the department

Required Qualifications

Education

- Completion of a Undergraduate degree or 3 year college program and professional Human Resources certification or equivalent experience

Experience

- 5-7 years of progressive business experience within HR in an operational/administrative role with solid knowledge of administrative best practices, HR general practices and HR technology

Knowledge/Skills/Abilities

- A continuous improvement mindset and an exceptional customer service focus are critical for success along with a strong detail and problem solving skills
- Business process optimization experience with significant exposure in reviewing processes to identify redundancies or inefficiencies
- Proven success in redefining processes to achieve productivity gains is required
- Strong leadership skills to ensure motivation and engagement of staff while leading the administrative function
- Ability to multi-task and prioritize work, at times with conflicting priorities
- Advanced skills in Microsoft Office suite
- HRMS systems relational databases, preferably PeopleSoft
- Reporting Writing tools such as Cognos/Impromptu, crystal reports, access etc.

Nature and Scope

- **Contacts:** Internally, communicates with employees in all groups and departments and at all levels to resolve data, administrative and transactional HR issues related to area of responsibility.
- **Level of Responsibility:** The position is responsible and accountable for the overall results of the HR administration team ensuring that all practices meet defined quality and service objectives
- **Decision-Making Authority:** Responsible and accountable for establishing the priorities for the HR administration team and addressing changes by consulting with the Assistant Director as appropriate.
- **Physical and Sensory Demands:** Minimal demands typical of a management position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a management position exposed to stress and pressure associated with management responsibilities.