

## Job Description

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<b>Job Title:</b>	Manager, HR Operations
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Director, HR Operations and Systems
<b>Jobs Reporting:</b>	HR Coordinator
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	March 2023

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### **Primary Purpose**

The Manager, HR Operations is responsible to provide strategic leadership and guidance to the HR Operations team to enable excellent client support for HR and campus stakeholders related to key employment lifecycle processes. Responsible for leading continuous improvement initiatives related to employee lifecycle activities ensuring collaboration/integration across HR processes.

### **Key Accountabilities**

**Provide strategic leadership aligned with HR goals and objectives to enable excellent client support for key HR operational processes related to the employment lifecycle**

- Develop and continually improve the operating model for the HR Operations team
- Develop, measure, analyze and implement action on key success metrics to increase efficiency and effectiveness of key HR Operations
- Develop and implement processes to ensure clarity in HR Operations accountabilities including detailed instructions and document control
- Collaborate with Managers and Leaders within HR to create effective end to end operational processes, where appropriate lead core HR wide process reviews
- Responsible for identifying, recommending, and obtaining support for initiatives to ensure continued operational excellence for current and future needs
- Support implementation of University wide HR strategic initiatives and make recommendations for ongoing improvement
- Develop and manage specific core processes to support engagement, communication, and continuous improvement deliverables
- Management and oversight of centralized HR operations tools to provide support to campus and community stakeholders

**Lead the HR Operations team within an environment of integrity, respect, collaboration, and engagement supported with clear accountabilities and structured processes**

- Leads and coaches the HR Operations team to productively meet defined goals and service standards
- Promotes team engagement, cohesiveness, motivation and commitment to client focused service, continuous quality improvement and achievement of established objectives
- Create clear accountabilities, standard instructions and ensure skill sets are in place to provide excellent client support
- Develop and ensure core capabilities training process for core HR process knowledge, University policy and practices, applicable legislation, and government processes
- Coach, train and provide development opportunities to develop staff

- Provides performance feedback with direct reports as required and per established performance planning and review processes within the department.

### **Manage the effective execution of key HR operational processes related to the employee lifecycle**

- Takes action, including hands on support as necessary, to meet the established deadlines for key accountabilities such as payroll deadlines aligned with HR operational standards
- Oversee the processing of all employment life cycle events including hire, job changes, terminations and benefits enabling proper information for accurate execution of payroll processing and benefit administration
- Develop and maintain all HR operations processes/procedures and documentation, focusing on best practice, compliance, and quality
- Identifies, improves and/or eliminates barriers/challenges to enable team to achieve success
- Provide support and guidance to key campus stakeholders regarding key operational processes
- Responsible to handle escalated items as necessary collaborating with SME's within and external to HR to obtain resolution
- Audit and assess HR Operations processes on a regular basis to ensure data integrity and accuracy of information
- Lead and manage accountabilities for benefit administration processes to support administration of employee eligibilities related to benefits and leaves (including vacation)
- Work closely with various HR teams to ensure core processes are meeting expected outputs
- Partners with campus stakeholders to provide advice and guidance that complies with University policy, procedures, and applicable legislation related to various employment life cycle processes
- Utilize technology to improve HR operational services and overall customer service
- Ensure data integrity within core HR operations processes are aligned with expectations
- Manage processes to meet service expectations in collaboration with HR and campus partners
- Monitor required metrics and regularly assess performance against defined service standards and adjust as required to ensure continuous improvement
- Manage centralized HR Operation client service delivery including HR Reception and HRHelp ensuring operational and service targets are met
- Monitor and support escalation of queries to improve front line services and support.

### **Support the Effectiveness of the HRMS System Application**

- As the subject matter expert for the core HCM module in the HRMS system, work with all team within HR and IST teams to:
  - Define requirements in accordance with the University policies and legislative requirements
  - Test configuration changes to ensure achievement of requirements
  - Evaluate and test the system and ongoing releases/updates on an ongoing basis to ensure functionality achieves requirements
  - Ensure appropriate controls are in place to mistake proof system
  - Identify issues and opportunities and initiate action to address to improve system functionality
- As the Manager, HR Operations, work with various teams, HR users, Managers and Campus Partners to ensure the systems configuration allows for accurate and compliant processing of payroll and benefit processing; identify issues that are impacting the effectiveness, efficiency and accuracy of key processes and information
- Create and oversee the required internal auditing processes are in place and effective to meet requirements
- Responsible to work with various teams in HR and campus to resolve integration, business process and data issues
- Create and coordinate communication material to campus for key HRMS operational processes including grad student hiring

**Continuous improvement initiatives to support various HR Operations, HR, and University objectives**

- Identify and action continuous improvement opportunities that align with the objectives identified by the HR Leadership team
- Partners with campus stakeholders to enable continuous improvement in processes and Workday alignment to requested changes including funding changes, new set-up requirements, etc.
- Support HR wide projects/initiatives to ensure key operational and system processes enable success
- Identify and make recommendations for continuous improvement and administrative opportunities throughout the operations functions
- Develop and monitor standard HR operating procedures to ensure high quality and consistent administrative practices
- Recommend and design effective HR operations aligned with HR strategic objectives
- Lead or support projects and programs as needed aligned with HR goals and objectives/special projects ensuring change management principles are incorporated that can include campus wide initiatives

*\*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**

- Post-Secondary Degree/Diploma in Human Resources, Business or a similar field required
- Certified Human Resource Leader (CHRL) designation required

**Experience**

- 5 - 7 years of progressive HR experience leading and managing a team within a complex HR operation
- Must have a good understanding of HR service delivery administration including benefit administration
- Experience with change management, project management and process improvement methodologies
- Must be able to demonstrate knowledge of applicable current Employment Legislation including the Employment Standards Act.

**Knowledge/Skills/Abilities**

- Strong leadership, communication, and interpersonal skills to ensure motivation and engagement of staff
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with a strong detail and problem-solving skills.
- Ability to multi-task and prioritize work independently, at times with conflicting priorities.
- Business process optimization experience with exposure in reviewing processes to identify redundancies or inefficiencies. Proven success in redefining processes to achieve productivity gains is required.
- Key competencies include proven management skills, strong customer service focus, accuracy and attention to detail in work, proven organizational, analytical and problem-solving skills, and strong oral and written communication skills.
- Intermediate skills in Microsoft Office Suite
- Experience working with HRMS systems preferably Workday

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### **Nature and Scope**

- **Contacts:** Internally communications with employees in all groups and departments to support HR Operations as necessary or to ensure stakeholder involvement across campus for continuous improvement activities. Externally communicates with government agencies, benefit providers and other external groups to HR as required to support operational activities.
- **Level of Responsibility:** The position is responsible and accountable for the results of the HR Operations team, ensuring that all processes and procedures are compliant and meet defined quality and service objectives. The Manager, HR Operations works collaboratively to develop and initiate campus wide and department specific initiatives to ensure regulatory, UW policy and operational efficiency needs are met. Responsible to provide operational and strategic advice and guidance to HR Leadership. Responsible for dealing with sensitive or confidential information in a professional manner. Requires minimal supervision, and provides direct supervision to others.
- **Decision-Making Authority:** The Manager, HR Operations is expected to be self-directed. Responsible and accountable for establishing the priorities for the HR Operations team and for implementing best practices, including supporting the HRMS system.
- **Physical and Sensory Demands:** Moderate sensory demands typical of a management position requiring concentration and attention to detail operating within a very busy customer focused office environment with constant interruptions and competing priorities.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of management position exposed to stress and pressure associated with responsibilities and competing priorities. May be required to work additional hours during peak times such as start of term or in relation to key situations impacting payroll processing. At times there may be moderate exposure to disagreeable conditions in the form of confrontational clients, sensitive situations, and escalated issues.