

Job Description

Job Title:	Workforce Planning Coordinator
Department:	Human Resources
Reports To:	Manager, Workforce Planning & Analytics
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	January 2024

Primary Purpose

The Coordinator, Workforce Planning provides support to the Workforce Planning (WFP) unit on the effective implementation and advancement of workforce planning initiatives. This role is responsible for managing WFP projects by client, tracking progress, and initiating next steps to support operationalizing workforce plans. Additionally, the Coordinator contributes to Human Resources department wide projects, programs, and presentations that enhance the expansion and distribution of workforce planning data, information, and developments for university leadership.

The Coordinator, Workforce Planning role involves a combination of administrative support and coordination, data analysis, the creation of workforce planning processes, supporting special projects, and the coordination of day-to-day operations to optimize workforce efficiency.

Key Accountabilities

Creation and Execution of Workforce Planning Materials

- Contribute to the end-to-end workforce planning and resourcing function, utilizing all available resources, systems, and tools
- Provide accurate and timely processing relating to all workforce deployment activities
- Under the guidance of the Manager, Workforce Planning and Analytics, provide project support including maintaining project documentation and project status updates
- Conduct regular reviews of project progress made towards goals and objectives, tracking and predicting timelines of project completion
- Coordinate initial client connections, summarize discussions, and capture action items, confirming action items are completed in a timely manner
- Support the completion process of workforce planning initiatives ensuring all documentation is made available for lessons learned and for the update of impacted processes, tools, and templates
- Support the Manager, Workforce Planning and Analytics with the implementation of university wide workforce planning initiatives
- Contribute to the creation of materials and resources for university wide workforce planning initiatives
- Responsible for supporting workforce planning outreach activities
- Maintain an organized filing systems for documents, data, and correspondence
- Ensure accurate and up-to-date documentation of processes and procedures

Coordination of Workforce Planning Sessions

- Coordinate workforce planning sessions including scheduling, communication, designing presentations, preparing data and information, ordering supplies, and creating visual aids specific to the client's portfolio
- Provide facilitation and administrative support for sessions, including but not limited to Keep-Stop-Starts, Process Mapping, Values Stream Mapping, Workflows etc.
- Compile and summarize information to report on key indicators, themes, and general findings from sessions

Data Collection, Research, and Strategy Support

- Undertake research on identified topics as directed by the Manager or Human Resources leadership team
- Provide research-based support for projects that align with workforce planning initiatives
- Work with Manager, Workforce Planning and Analytics to identify trends and potential research direction
- Collect and analyze data, and provide reports to the Manager, Workforce Planning and Analytics and the Human Resources leadership team as required
- Compile relevant data to inform workforce planning strategies, actions, and approaches
- Generate and analyze reports summarizing research metrics and trends to support strategic decision making
- Produce fact sheets and presentation materials that profile workforce planning research for a variety of audiences
- Collaborate with Data Analysts and other areas within Human Resources to gather and maintain workforce data

HR Department Projects, Programs, and Processes

- Design presentations and generate reports for the Manager, Workforce Planning, and the Chief Human Resources Officer for stakeholder groups and/or senior leadership review
- Compile information and assist in the preparation of reports for external government agencies
- Schedule and coordinate the monthly Sub Staff Relations Committee (SRC) meetings and report documentation for the committee
- Collaborate with the Secretariat's Office as the Human Resources Representative for Full SRC coordination and administration
- Oversee the application and interview process for the Staff Enhancement Experience (SEE) Canada Grant, participating in information sessions, the selection committee, and communicating outcomes to employees
- Responsible for maintaining and updating the University of Waterloo's Organizational Charts in partnership with the Secretariat
- Manage the audit and review of Human Resources employee training records
- Administer, coordinate and schedule of Human Resources departmental meetings and events
- Calendar support for HR leadership team

Development of Client Relations and Communications

- Proactively manage client relations, serving as the first point of contact for inquiries and information for Workforce Planning within HR, supporting client focused solutions
- Build and maintain productive working relationships with clients and senior leadership and proactively seek feedback to ensure a quality focused service is being provided

Job Description



- Foster and maintain positive working relationships within the Human Resources department as well as key stakeholder departments (Secretariat, Provost's Office, President's Office, IAP etc.)
- Deliver timely, clear communication on workforce planning initiatives, news, and updates to client groups
- Partner with the Manager, Marketing and Communications to initiate messaging for Workforce Planning activities
- Assist with the development of print, digital and social media content, including website content, quarterly and annual reports, and other communications materials
- Responsible for maintaining current and relevant information regarding Workforce Planning content on websites in consultation with the Manager, Marketing and Communications
- Contribute to the on-going development of a standard Workforce Planning communications strategy

Continuous Improvement Philosophy

- Identify opportunities for improvement regarding current workforce planning processes and procedures
- Compile feedback and generate analysis to assist in the evaluation of the effectiveness of workforce planning services and initiatives and where appropriate, modify activities
- Perform environmental scans of other post-secondary institutions and relevant professional organizations to be well informed of trends

**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 diploma or degree in a business-related discipline
- A designation in human resource management, change management, project management, process improvement or organizational development from a recognized institution an asset

Experience

- A minimum of 3 years of project support and administration
- Demonstrated knowledge of workforce planning an asset
- Experience in independent and collaborative research, including data collection, quantitative and qualitative analysis, reporting/dissemination of results
- Experience in an office work environment that includes providing senior executive level support to multiple individuals
- Demonstrated experience with project management, working both independently and collaboratively with guidance from multiple supervisors
- Knowledge of change management principles, methodologies, tools and metrics and asset
- Exceptional client service orientation
- Proven record of high integrity and sound judgment

Knowledge/Skills/Abilities

- A team player with the ability to multi-task and prioritize work, at times with conflicting priorities

Job Description



- Exceptional customer service focus, along with a strong detail and problem-solving orientation
- Must have excellent organizational, interpersonal, written, and verbal skills with superior attention to detail
- Excellent interpersonal skills for effective collaboration with diverse stakeholders
- Ability to exercise leadership without formal authority and work in a team environment
- Strong communication and facilitation skills and the ability to bring about consensus
- Proficient in using MS Teams, Word, Excel, PowerPoint to compare and merge files, table management, and creation of multi-level lists, charts and images, and creation of master slides
- Web content writing, web content management an asset
- Extensive administrative experience working in a fast-paced environment with changing priorities, with exceptional time-management skills and a demonstrated ability of meeting tight deadlines
- Strong client relations, sensitivity to diversity, excellent judgment ability, display of discretion and diplomacy is required
- Attitude and aptitude for continuous improvement and change management coupled with a pragmatic and flexible approach to getting things done
- Proven ability to work independently and resourcefully
- Demonstrated ability to manage confidential and sensitive information in a professional manner

Nature and Scope

- **Contacts:** Internally, communicates with employees in all groups and departments and at all levels to resolve issues related to area of responsibility. The ability to work with stakeholders at different levels and with competing interests/change acceptance rate thresholds within the institution
- **Level of Responsibility:** Under the direction of the Manager, Workforce Planning and Analytics, this position is responsible for supporting the Workforce Planning and Analytics team and processes including project support
- **Decision-Making Authority:** Makes decisions within the level of authority of the role and escalates where necessary to the Manager, Workforce Planning and Analytics
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment
- **Working Environment:** Minimal exposure to disagreeable conditions. May experience exposure to somewhat disagreeable situations typical of a position that works with a variety of clients and stakeholders. Occasional exposure to deadline pressures and accountability