

## Job Description

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<b>Job Title:</b>	Workforce Planning Advisor
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Manager, Workforce Planning and Analytics
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	January 2023

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### **Primary Purpose**

Reporting to the Manager of Workforce Planning and Analytics, this role, in collaboration with the HR Partner team, consults and collaborates with key stakeholders across the University to guide the development and implementation of individual Workforce Plans by unit. Utilizing systems and design thinking, scenario planning and back casting, the Workforce Planning Advisor facilitates discussions to identify workforce needs for the future of work at the University of Waterloo. Responsibility for guiding and supporting departments through the workforce planning process to enhance organizational transformation and encourage proactive people planning to enhance overall University goal attainment.

### **Key Accountabilities**

**Partners with university leaders in implementing proactive strategies and workforce plans to align with the university's strategic plan, academic mission, research/scholarship, and student experience:**

- Design, implement, and deliver workforce planning solutions that focus on people, processes, and technology to improve organizational performance
- Facilitate workforce planning process at the academic support unit/department/faculty level to develop workforce plans that meet the short- and long-term objectives of the University
- Analyze Workday data to determine workforce trends and needs around recruitment, retention, retirements, etc.
- Collaborate to deliver on a multi-year workforce planning strategy that assesses organizational needs and identifies critical workforce requirements
- Ensure workforce plans are aligned with the 4 workforce planning anchors – the academic mission, strategic plan, student experience and research/scholarship at the University of Waterloo
- Partner closely with HR Partner team to operationalize workforce plans through organizational change, continuous improvements and change management
- Revisit workforce plans through continuous feedback, data analysis and client service to refresh and refine as required.

**Provides advice and support on a wide array of goals and strategic initiatives:**

- Analyze and measure the workforce planning processes to ensure delivery against strategic targets
- Establish client focused solutions and continuous quality improvement
- Proactively manages all client relationships and builds positive relationships with HR Partner team
- Implement University wide workforce planning initiatives and makes recommendations for ongoing improvements
- Provide summary information from workforce planning sessions to Manager for leadership reporting

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- Deliver timely, clear communication on workforce planning initiatives, news, and updates to client groups
- Define and measure success metrics that provide strategic insight and measure change progress
- Elicit feedback regarding the effectiveness of workforce planning initiatives and where appropriate, modifies activities
- Support the design, development, delivery, and management of workforce planning process.

### **Develops and maintains a positive and constructive workforce planning climate**

- Create partnerships and work collaboratively with Faculties and Academic Support Units to achieve the goals of the University's Strategic Plan and departmental plans
- Provide advice and guidance on the implementation of workforce planning strategies aligned with University Policy and employment law
- Coordinate workforce planning activities with departments/units
- Provide advice and guidance on establishing a workforce planning framework across campus
- Develop and delivers information sessions on workforce planning to potential new clients
- Create opportunities to share value of workforce planning with campus partners
- Participate in external discussions sharing the value of workforce planning at the University
- Develop effective working relationships across campus with senior leaders
- Collaborate regularly with departments on workforce plan implementation and develops and maintains cyclical process for workforce planning renewal.

### **Workforce Data Analytics**

- Research best practices from university sector, region, national and international sources and stay abreast of trends
- Work with HR Data Specialists to review workforce planning data
- Present workforce data dashboard to leadership teams from academic support units, departments, and faculties
- Make recommendations to HR Data Specialists to enhance data dashboard
- Attend committee meetings to field questions and provide insight into workforce data

### **Continuous Improvement**

- Utilize principles of Continuous Improvement to adapt the program framework as required.
- Roll-up individual plans to identify system improvement opportunities. Share outcomes/action plans with relevant stakeholders
- Improve operational efficiency by recommending quality improvement opportunities, new policies, practices, etc. based on workforce planning outcomes.

*\*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**

- University undergraduate degree or equivalent experience
- Certified Human Resource Leader (CHRL) designation required

### **Experience**

- 2+ years of progressive human resources experience with significant exposure to workforce planning and change management
- Prior experience with major organizational changes and design
- Experience translating strategic/workforce planning into tactical outcomes
- Experience and knowledge of workforce planning principles, methodologies, tools and metrics
- Expert knowledge of employment legislation, Human Resources best practices.

### **Knowledge/Skills/Abilities**

- Understanding best practices in Future of Work initiatives and employment trends.
- Experience leading and owning projects with senior business leaders.
- Excellent facilitation skills and comfort delivering to senior leader
- Strong business acumen
- Exceptional interpersonal skills to build collaborative relationships with leaders at all levels.
- Knowledge of successful facilitation methods.
- Experience facilitating workshops including using online platforms such as Microsoft Teams and Miro.
- Demonstrated skill partnering with clients to support ongoing strategic initiatives.
- Ability to interpret analytics and communicate data.
- Demonstrated problem solving and decision-making skills.
- Team player adaptable to a changing environment
- Ability to develop effective working relationships and influence all levels of the organization
- Ability to remain calm under pressure
- Results oriented with an ability to create recommendations and challenge assumptions
- Strong oral and written skills
- Demonstrated ability to manage confidential and sensitive information in a professional manner
- Flexible and adaptable, able to work in ambiguous situations

## Nature and Scope

- **Contacts:** Internally, communicates with senior leaders, staff, and faculty.
- **Level of Responsibility:** The Workforce Planning Advisor is responsible for partnering with University Faculties and departments to support workforce planning, efforts. This role is expected to work independently.
- **Decision-Making Authority:** Responsible and accountable for the effective implementation of workforce planning initiatives. The Workforce Planning Advisor is expected to be self-directed in exercising judgment and discretion consistent with the range of responsibilities and accountabilities outlined above.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure in a fast-paced work environment