

JOB DESCRIPTION

JOB DETAILS

Job Title: Director, Culture and Employee Experience

Job ID: Band521

Classification: Group E

Classification Date:
(MM/DD/YYYY)

Branch: Culture and Employee Experience

Unit: PAC-People and Culture

Reports to: Vice President, People and Culture

Security Screening: Yes

Union/Excluded: Excluded

BRANCH DESCRIPTION

The Culture and Employee Experience Branch plays a lead role in helping shape our changing workforce and advancing a positive employee experience. To lead our way forward to a digital mindset (people) and digital workplace (culture), we are adapting to meet the growing expectations and changing needs of our workforce and the members and clients we serve. We are committed to delivering people-centered services and solutions with a premium on exceptional personal and digital employee interactions and employee satisfaction as the key success metric. The Culture and Employee Experience Branch is a strategic business partner responsible for organizational effectiveness and development strategies and programs and services delivery to support our ability to attract, retain, develop and engage a high performing workforce and deliver on an exceptional employee experience. Our priority is enabling employees to thrive by connecting them to our purpose, supporting them in their roles and providing a workplace that promotes their physical, mental, and social health and wellness. Services include corporate communications and brand management, employee engagement and events, change enablement, organizational culture, leadership and organizational development and training.

JOB SUMMARY

Leads and directs a team of professionals delivering the organization's people focused programs and services in support of a high-performance culture that helps drive business outcomes and enables individuals to bring their very best each and every day. Leads broad workforce and culture change efforts and maintains corporate-level focus on key people strategies to ensure the organization's workforce is skilled, empowered, engaged and contributing to the success of strategic goals and objectives.

Fosters relationships with all key stakeholders including executive, senior managers, program managers, supervisors and various regulatory, government and other agencies, liaising at senior levels on a variety of workforce challenges and opportunities. Member of the senior management team and offers expert counsel on emerging culture and talent issues and trends and acts as an internal consultant to executive decision makers and managers. Networks with external stakeholders to create a strong peer network and to stay attuned to the best public/private sector people practices.

JOB RESPONSIBILITIES

1. Provide vision and leadership to the development of a multi-year corporate people plan and annual branch business plan providing corporate communications and organizational development services, support and information to ensure the successful execution of the corporate strategic plan.
2. Oversee development and implementation of people-focused corporate strategies, programs and initiatives that are aligned to strategic and business outcomes, maximize employee performance and improve organizational effectiveness.
3. Oversee programs that promote employee retention, satisfaction and commitment to the organization, build culture and fully engage employees in the vision, values and strategic objectives of the corporation.
4. Provide metrics, analytics and insights on branch programs, services and initiatives to measure and report on outcomes and ensure desired impact is achieved.
5. Oversee the design and administration of a variety of employee engagement and culture feedback mechanisms to identify key employee opinions and needs throughout the organization and work with key business partners to develop multi-year strategic recommendations to enable workforce improvements.
6. Champion the investment in technology and tools to enable effective communications, collaboration and engagement across the organization to enhance the employee experience.

7. Conduct research of industry best practices and current/future trends in workforce effectiveness and recommends the adoption of effective strategies, programs and practices throughout the organization to ensure a consistent employee experience is delivered to all employees.
8. Works in partnership with divisional leadership to review, analyze, and provide expert advice on how changes to business direction and workforce practices may impact programs and services.
9. Provide leadership and guidance on people and business transformation agendas to maximize change enablement and ensure stakeholders have the knowledge, skills and information they need to successfully adapt and thrive in the new state.
10. Provide leadership, advice and guidance to corporation leadership on current research, industry best practices and current/future trends in organizational development and effectiveness and recommends the adoption of effective strategies and practices throughout the corporation.
11. Build a high performance team by modeling and promoting collaborative leadership, excellence in service, professional and collegial relationships.
12. Controls, plans and develops the branch operating budget and corporate FTE utilization, providing status reports and projections for corporate and client business planning.
13. Oversees the development and implementation of effective risk management strategies for the branch and corporate wide projects to effectively manage and mitigate corporate exposure to risk.

EDUCATION

Degree/Diploma Obtained	Program of Study
-------------------------	------------------

- Post-secondary degree in a related field is preferred, or an equivalent combination of related experience, education and training may be considered.
- Related certification or continuing education in a related field is preferred.

EXPERIENCE

Years of Experience	Type of Experience
---------------------	--------------------

- 10 years of experience leading broad organizational development programs and initiatives with preference given to experience leading internal communication.
- 5 years of experience leading employee engagement strategies.
- 5 years of experience leading organizational change efforts.
- Experience leading and coaching multi-disciplinary teams.
- Leadership experience motivating and influencing others, resolving conflict and working in a changing environment.

KNOWLEDGE, SKILLS & ABILITIES

- A track record of providing insight into people strategies and culture change and developing practical implementation road maps for those strategies and actions so that they meet business needs;
- Demonstrated ability in developing and implementing forward thinking organizational development programs and initiatives (training and development, succession, performance management, wellness, engagement);
- Proven ability to develop organizational development and effectiveness programs and practices that further the corporate brand, culture and organizational commitment;
- Proven ability to implement change management and communications strategies and tactics to enhance organization agility and strengthen workforce change capabilities;
- Proven ability to lead specialized teams of professionals and centres of expertise;
- Strong client relationship management and influencing skills so as to collaborate with clients on people issues and branch programs and initiatives;
- An enlightened view of leadership development, with proven ability to develop leadership programs from senior to supervisor levels;
- Proven ability as a leader with a commitment to create, support and sustain an environment that enables employee services staff to achieve business goals and to develop and build organizational capacity for the future;
- A track record of effective representation and collaboration in unionized environments, within large, complex work environments;
- A strong peer network, to stay attuned to the best public sector people practices;
- Ability to communicate effectively and collaborate strategically with a wide variety of stakeholders and balance the needs and interests of these diverse groups;
- Familiarity with physical workplace trends and the impact they can have on culture.

CORE COMPETENCIES

Enabling & Inspiring L4 - Leading Organization

Motivating, supporting and enabling others to succeed.

- Motivates others to take action in response to a clear and compelling vision.
 - Ensures appropriate collaboration in consideration of the broader organization.
 - Creates an environment that encourages divergent viewpoints and perspectives.
-

Leadership Courage L4 - Leading Organization

Saying and doing the right thing despite potential risk.

- Challenges organizational status quo to advance the broader vision and strategic direction.
 - Leads new/alternate courses of action to support strategic direction.
 - Builds a culture that enables and supports leadership courage.
-

Insight & Impact L4 - Leading Organization

Understanding self and others in order to be a positive influence as a leader.

- Demonstrates an ability to 'let go' of own agenda to ensure full presence in the moment.
- Sees future opportunities/possibilities by demonstrating openness in the moment.
- Demonstrates personal actions that model/support an organization-wide approach.
- Focuses externally on key opportunities/emerging issues while maintaining attention to the success of internal operations.
- Challenges other's perspectives to bring clarity, focus and resolution to key issues.