

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Director, Employee Services Centre

**Job ID:** Band520

**Classification:** Group E

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Employee Services Centre

**Unit:** PAC-People and Culture

**Reports to:** Vice President, People and Culture

**Security Screening:** Yes

**Union/Excluded:** Excluded

### BRANCH DESCRIPTION

The Employee Services Centre 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 Employee Services Centre is a strategic partner responsible for administrative, transaction and operational services to enable the efficient management of the employment process and practices to drive organizational effectiveness and ensure application and compliance with associated policies and collective agreements to mitigate employment-related risks. Providing optimal employee services through cost effective, leading solutions, the Employee Services Centre continually strives for simplicity in the employee experience. Services include workforce planning and reporting, talent acquisition, labour relations, compensation and benefits, leave and disability management, diversity and inclusion, occupational health and safety, and property management.

### JOB SUMMARY

Leads and directs a team of professionals delivering human resource and property management services that ensure the organization has the workforce and the workplace requirements needed to meet and exceed its strategic goals and objectives. Provides overall management of people-centric operations and other related policies, programs and services that support the overall effectiveness of the corporation and ensures current and future workforce demands are understood and met.

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 complex and often sensitive issues. Member of the senior management team and offers expert counsel on emerging 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 human resources and property management services, support and information to ensure the successful execution of the corporate strategic plan.
2. Oversee branch operations and the development of performance measures and continuous improvement mechanisms to drive operational effectiveness by improving staff capabilities, redesigning and automating processes and leveraging technology to optimize the tiered service delivery model and the employee experience.
3. Ensure systems, processes and accountabilities are clearly defined, utilized and enforced so that services and programs adhere to relevant employment, labour relations and WorkSafe legislation, regulations and policy, BCGEU Master and Component Agreements, corporate policies, and professional practice standards.
4. Provide workforce metrics, analytics and insights to help the organization report on, understand and manage talent, identify trends in workforce data, identify areas at risk and analyze the return and impact of branch services and initiatives.
5. Provide leadership, advice and guidance to corporation leadership on current research, industry best practices and current/future trends in workforce management and recommends the adoption of effective strategies and practices throughout the corporation.
6. Work 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.

7. Build collaborative partnerships and strong working relationships with key stakeholders including peers in both the private and public sector and provides proactive input into ensuring the corporations interests are recognized and reflected in collective bargaining and grievance outcomes.

8. Build a high performance team by modeling and promoting collaborative leadership, accountability, excellence in service, professional and collegial relationships.

9. Control, plan and develop branch operating budget corporate FTE utilization, providing status reports and projections for corporate and client business planning.

10. Oversee 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.
- CPHR designation, preferred; or other equivalent specialized training.

## EXPERIENCE

### Years of Experience

### Type of Experience

- 10 years of progressive human resources experience representing competence in a full range of human resources.
- 5 years of experience leading and managing technology enabled HR operations.
- 5 years of experience using quantitative and qualitative analytical strategies to measure the effectiveness of programs, interventions, and efforts for an organization.
- 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 developing practical implementation road maps for those strategies and actions so that they meet business needs;
- Proven ability to develop, implement and measure operational HR programs and practices that further the corporate brand and culture;
- 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 HR programs and initiatives;
- A track record of effective representation and collaboration in unionized environments, within large, complex work environments;
- Demonstrated ability in developing and implementing forward thinking workforce and performance management programs that enable coaching and development to occur;
- 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 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;
- Ability to conduct annual business planning and budget management.
- 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.
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#### **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.