

JOB DESCRIPTION

JOB DETAILS

Job Title: Assistant Director, Human Resource Consulting

Job ID: Band440

Classification: Band 4

Classification Date:
(MM/DD/YYYY)

Branch: Employee Services Centre

Unit: PAC-People and Culture

Reports to: Director, Employee Services Centre

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

The Assistant Director, Human Resource Consulting, leads and directs a team of human resources professionals and is accountable to provide direction and services in accordance with corporate goals, employment policies and procedures, statutory regulations and collective agreements. Provides high level services to a variety of people across the corporation which includes advice and direction regarding:

- Labour and employee relations
- Compensation and classification
- Disability management
- Workforce planning

This position must have extensive labour relations expertise and understand and work within the applicable collective agreements and the Public Service Act in order to provide sound HR advice and guidance that will aid clients in day to day operations. The incumbent must deal effectively and professionally with:

- Employees and managers - to provide advice regarding the application of policies and variations in process or procedure in order to achieve business goals;
- Public Service Agency representatives - to exchange information and develop Corporation policies;
- Union representatives - to resolve outstanding issues or differences of application of collective agreements;
- HR professionals in other organizations to research industry standards and exchange best Talent Acquisition practices.

The Assistant Director must be able to foster all of these relationships and create a strong peer network with all key stakeholders including the senior leadership team, assistant directors team, supervisors and various regulatory, government and other agencies, on a variety of complex and often sensitive issues. This position plays an integral role in the enterprise wide assistant director team and offers expert counsel on emerging human resource issues and trends and acts as an internal consultant to managers and staff.

JOB RESPONSIBILITIES

1. Provides strong, effective and highly visible leadership to capitalize on the full potential of the team, ensuring that all employees are motivated and guided to contribute fully to the realization of the corporation's purpose, goals and objectives.
2. Provides coaching to staff in relation to their performance and career development.
3. Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
4. Provides strategic leadership in the delivery of human resource operations to efficiently and effectively meet client and corporate requirements and outcomes.
5. Provides direction to client managers regarding human resource processes and ensures that processes and procedures adhere to Corporation and PSA standards and collective agreement provisions.
6. Works in collaboration with union partners and clients to resolve conflict collaboratively and effectively.
7. Assists in the development and the implementation of strategic business, operational and information technology plans to assist in achieving the

corporation's goals.

8. Determines, evaluates and reports out on operational goals, objectives, and performance measures through a structured reporting and analytics framework.

9. Leads the development, implementation and continuous improvement of human resource practices, policies, standards and processes to support, streamline and enhance service delivery that is enabled by predictive business analytics.

10. Maintains statistical measures for the client group and identifies issues of importance to the organization that may be addressed through human resource initiatives.

11. Designs and oversees human resource projects and initiatives based on corporate priorities.

12. Provide leadership, advice and guidance to corporation leadership on current research, industry best practices and current/future trends in human resources and recommends effective strategies and practices throughout the corporation.

13. 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.

EDUCATION

Degree/Diploma Obtained

Program of Study

- Completion of a professional development program in human resources; OR an equivalent combination of education, training and experience may be considered.
- Chartered Professional in Human Resources (CPHR) designation preferred.

EXPERIENCE

Years of Experience

Type of Experience

- 5 years of recent progressive human resources experience within a large and complex organization with an emphasis on the following:
 - o Employee and labour relations
 - o Providing HR consultation and client service in a unionized environment
- 5 years of leadership experience motivating and influencing others, resolving conflict and working in a fast paced ever changing environment.
- 5 years of experience directly supervising and leading multi-disciplinary teams.
- 5 years of experience working in a unionized environment

KNOWLEDGE, SKILLS & ABILITIES

- Excellent understanding and knowledge of human resource principles and practices;
- Excellent knowledge of applicable HR legislation such as employment standards, employment law, human rights legislation, the Public Service Act, and collective agreement administration;
- Strong interpersonal skills with the ability to interact with all levels of staff, including management and executive;
- Ability to effectively manage multiple assignments with tight and competing deadline;
- Excellent writing, presentation and interpersonal communication skills;
- High degree of initiative, diplomacy, discretion and judgment;
- Ability to communicate confidential, technical or complex information or interpretations in a clear, concise and appropriate manner in person, by telephone, correspondence or electronic mail
- Ability to persuade, influence or gain cooperation of individuals at all levels of an organization;
- Ability to train and coach staff in one-on-one and small group settings;
- Ability to anticipate client needs and to develop sound solutions, options and recommendation.

CORE COMPETENCIES

Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
- Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
- Reassesses position in the face of justified resistance.

Insight & Impact L3 - Leading Others

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

- Considers competing interests to address key concerns and to achieve desirable outcomes.

- Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
 - Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions
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Navigating Change L3

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
 - Applies change management models, principles and practices.
 - Translates change strategies into specific direction and focus.
 - Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
 - Removes barriers to change.
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Embracing Learning L3

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Ensures that developmental opportunities and resources are available to employees.
 - Ensures adequate time is made available for staff development.
 - Effectively utilizes the strengths and talents of others to achieve business results.
 - Undertakes development opportunities to meet future organizational needs.
 - Role models continuous learning.
 - Identifies high potential individuals and provides them with targeted opportunities for growth.
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Client Orientation L3

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
 - Represents client needs to more senior management.
 - Provides advice on complex problems and initiatives.
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Accountability L3

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
 - Allocates resources and assigns responsibilities to achieve organizational objectives.
 - Supports others in driving behavioural and performance expectations.
 - Entrusts others with responsibility for achieving results.
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Inspiring Trust L3

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
 - Promotes dialogue and shared understanding on business issues.
 - Communicates complex issues clearly and credibly with varied audiences.
 - Confidently and effectively expresses contrary opinions and own perspectives.
 - Accepts alternate perspectives in support of business interests.
 - Models trust in others to do their jobs.
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Decision Making L3

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Guides responsible risk taking as part of the decision making process.
 - Makes complex operational decisions based on best available information.
 - Balances competing priorities in reaching decisions.
 - Factors key stakeholder perspectives in making decisions.
 - Overcomes obstacles to reach timely decisions.
 - Ensures decisions are consistently applied across the organization.
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Organizational Focus L3

Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.
- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.