

Professional Job Position Description

Section I: Position information

Effective date	2026-06-18	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Human Resources Client Partner		
Position number	999792, 998858, 998860		
Classification level	Excluded Professional C		
Position affiliation	<input type="checkbox"/> AUFA <input checked="" type="checkbox"/> Excluded		
Location	Virtual		
Department	Human Resources and Employee Relations		
Reports to	Director, Human Resources		

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Director, Human Resources, the Human Resources Client Partner (HRCP) is responsible for providing human resource expertise and support to managers and supervisors across the organization.

Working as a strategic business partner, the HRCP is responsible for coaching and advising portfolio clients in all areas relating to the employee life cycle, including recruitment, on-boarding, orientation, employee changes, probation, promotion, tenure review, employee engagement, employee relations, performance management, training and development, succession planning, and conclusion of employment.

The HRCP serves as a trusted advisor and ambassador for the HR department and demonstrates and models Athabasca University's Strategic Plan - in all interactions with internal and external stakeholders.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Client Service (80%)

This position plays a key role in collaborating with other Human Resources units to ensure seamless HR services are delivered to the various client groups. Functions as the initial point of contact for designated client groups, delivering timely guidance and support across a broad range of HR matters.

Strategic Consulting and Advice

- Coach and advise managers and supervisors on developing and aligning people strategies that support growth and objectives.
- Provide advice and support on restructuring projects, change management, and building teams that are positioned to bring their highest contributions.

- Cultivate a deep understanding of client's business priorities and operations to provide the best strategic advice balancing operational needs, AU policies and guidelines, labour laws and employment legislation.
- Advise, guide and provide timely and accurate information in all related HR areas.
- Educate and coach managers on the proper application of HR tools, programs and policies including examples and demonstrations of best practices.

Workforce Planning

- Work closely with managers and supervisors to identify skill gaps, develop talent pipelines and implement strategies to meet current and future workforce needs.
- Working in partnership with the Lead, Talent Acquisition, support workforce strategies, including talent pipeline planning and workforce optimization and make recommendations that promote AU's reputation and upholds its strategic values.
- Use data and analytics to inform workforce planning conversations.
- Make recommendations to improve retention strategy based on metrics, workforce insights and industry best practices.

Employee Relations

- Provide advice on collective agreement(s) interpretation relating to all groups of employees and associations.
- Create positive, collaborative and engaging workspaces by supporting managers and supervisors in dealing with conflicts, issues management and dispute resolution.
- Address and appropriately escalate employee issues with a focus on risk mitigation and timely resolution. In partnership with the LR, participate in investigations, complaints and disciplines.

Initiatives and Projects (15%)

Focuses on supporting strategic initiatives that enhance organizational culture, strengthen leadership capability, and improve processes.

- Support and implement initiatives associated with organizational change, culture development, and employee engagement.
- Collaborate with stakeholders to design and implement culture-building initiatives that reinforce Athabasca University's values and strategic direction.
- Partner with Manager, Organizational Development and Effectiveness to develop and support the delivery of leadership development programs and training, enhancing leadership capability across the organization.

Policy, Procedure and Process Review (5%)

In cooperation with the Director, Human Resources, lead the review, development, and continuous improvement of HR-related policies, procedures, and process documents to ensure they remain current, efficient, and aligned with organizational priorities. Ensure adherence to applicable collective agreements, legislation, case law, and evolving industry practices and trends.

Collaborate with clients and stakeholders to evaluate and enhance organizational and HR processes, ensuring alignment with operational needs, regulatory requirements, and best practices, while promoting consistency, effectiveness, and a positive employee experience.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

The HRCP must possess excellent written and verbal communications skills. The incumbent must be able to communicate effectively with the HR Team as well as clients and external stakeholders using objective listening skills, in particular and as related to sensitive and confidential situations. The HRCP requires excellent and adaptable negotiation skills as well as excellent presentation skills with the ability to influence.

Supervision

No supervision of positions.

Impact of service or product

Responsible for serving as a trusted advisor to clients on all matters of Human Resources, including the interpretation and application of applicable legislation, collective agreements, policies, procedures, and best practices.

Contributes to the development and implementation of Human Resources operational and strategic priorities, ensuring alignment with the University's broader institutional goals and mandates.

Advice and guidance provided in this role have a significant impact on employee engagement, retention, development, and organizational sustainability. The role influences key outcomes in employee relations and contributes to risk mitigation and effective decision-making across the organization.

Decisions and recommendations arising from this role may also influence the collective bargaining environment and the management of the University's largest cost driver—compensation and benefits—requiring sound judgment, strategic insight, and a high degree of professional credibility.

Independence of action

The incumbent is expected to manage independently and with limited direct supervision in all areas of responsibility, routinely consulting with all members of the HR Management Team. The HRCP is required to address matters requiring input, clarification or resolution, and will be expected to use proper judgment and effective diplomacy in all interaction.

Complexity

The HR Client partner role operates in a highly complex environment requiring advanced judgment, influence, and problem-solving across a broad range of human resource matters. The role manages diverse and often ambiguous employee and organizational issues, balancing business objectives with HR policies, legal considerations and employee experience.

Planning

Advanced planning and organizational skills are essential for this position as daily operations will vary significantly with frequently shifting priorities and deadlines. The incumbent will participate in the formulation and implementation of Human Resources operational and strategic goals.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

Four-year undergraduate degree specializing in Human Resource Management and/or Labour Relations plus a minimum of 5 years' related experience is required. An equivalent combination of education and experience may be considered.

Certified Human Resources Professional (CHRP) designation required. Experience in a unionized environment and advanced knowledge of labor relations legislation (Labour Relations Code, Employment Standards, Human Rights Act) is also required.

In addition, the position requires:

- Proven ability to influence, collaborate, and partner with business clients, providing guidance while building strong, effective relationships.
- Strong capability in coaching managers, facilitation, conflict resolution, negotiation, and team-building, supported by excellent interpersonal, communication, and presentation skills.

- High business acumen and sound judgment, with the ability to understand client needs, anticipate strategic and operational workforce challenges, and implement innovative, practical solutions.
- Ability to leverage data and analytics to inform decisions, identify trends, and drive evidence-based recommendations.
- Agile and detail-oriented, with the ability to manage multiple priorities and deliver results in a fast-paced environment.
- Growth mindset, with a commitment to continuous improvement, strengthening business understanding, and enhancing team engagement, productivity, and organizational performance.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.