

## Professional Job Position Description

### Section I: Position information

Effective date	2025-01-05	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Human Resources Client Partner		
Position number	999792		
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 a member of the HR Management Team responsible for partnering with leaders across the organization in providing Human Resource expertise and support.

As a member of the HR leadership team, the HRCP serves as the ambassador for the HR department and demonstrates and models Athabasca University's Strategic Plan - Like No Other in all interactions with internal and external stakeholders.

As a Strategic Business Partner and Human Resources Generalist, the incumbent is responsible for maintaining client portfolios and for providing a consultative service in the areas of Recruitment and Retention, Performance Management, Organizational Development; Employee Relations; Labour Relations; Crisis Management; Employee Training and Development; and Leadership Training and Development.

The HRCP is also responsible for participating in the development and delivery of Human Resources operational and strategic departmental goals.

#### Duties and responsibilities

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

##### **Client Service (90%)**

Responsible for working with portfolio clients in assessing unit and department needs as part of both short and long term employee and operational planning.

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.

Responsible for coaching and advising portfolio clients in all areas of Employment Services as they relate 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.

#### Advisory Services

- Coach and advise managers and leaders on interpreting the collective agreements, AU policies and Procedures, related legislation (e.g. Freedom of Information and Protection of Privacy Act (FOIP), Employment Standards etc.)
- Cultivate a deep understanding of AU business operations and facilitate a balance between unique business needs, AU policies and guidelines 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 leadership to plan for current and future workforce needs in alignment with AU's "Like No Other" strategic direction.
- Working in partnership with the Lead, Talent Acquisition, incorporate new recruiting initiatives, advise clients on best practices in recruitment and make recommendations to improve the employment brand.
- Responsible for the generation of data to assist leaders with workforce planning including recruitment and retention metrics (e.g. Time to Hire, Attrition, Stay and Exit Interviews, etc.). Make recommendations to improve recruitment and retention strategy based on metrics, employee interviews and industry better practices.

#### Employee Relations

- Provide advice on collective agreement(s) interpretation relating to all groups of employees and associations.
- In partnership with the LR, Specialists, conduct investigations related to grievances, claims, complaints and disciplines; assist management teams with conflict management, disagreements and/or dispute resolution or other employee relations matters.
- Establish and maintain strong working relationships with all operational areas and provide value added thought leadership and issue resolution.
- Address and appropriately escalate employee issues with a focus on risk mitigation and timely resolution.
- Develop effective working relationships to promote a collaborative and problem-solving approach to issues management
- As part of the HR leadership team, provide input and initiate actions to ensure the ongoing alignment of the HR function with AU strategic goals.
- Ensure the human resources and payroll teams are kept apprised of business unit changes and policy/program revisions.

Responsible for maintaining an excellent working knowledge of, and for advising clients appropriately of, collective agreements, applicable legislation, case law, processes, policies, procedures and industry practice and trends.

### **Policy, Procedure and Process Review (5%)**

In cooperation with the Director, Human Resources, ensure HR related policies, procedures and process documents remain current, efficient, and adhere to applicable collective agreements; legislation; case law; and industry practice and trends.

Responsible for working in collaboration with clients to ensure that AU policies and procedures that may have HR implications or process requirements are in compliance with collective agreements; legislation; case law; and industry practice and trends.

### **Special Projects (5%)**

- Responds to and supports organizational changes.
- Collaborate with stakeholders to develop a talent management plan and strategy to retain staff and develop long term career development.
- Develop and execute corporate initiatives and special projects as required, including HR tools, programs and policies.

As directed by the Director, Human Resources, participate in other special HR related projects as assigned.

### **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 advising clients on all matters of Human Resources as they relate to applicable legislation, collective agreements, processes, policies and procedures. This position is also responsible for participating in the development and implementation of Human Resources operational and strategic departmental goals that support the overall institutional strategic goals and mandates. Advice provided to clients as well as the application of HR related strategic goals and mandate will have a significant impact on employee retention, development, security and sustainability. The decisions made and implemented in this position can also readily influence the collective bargaining process, and in turn, the University's largest individual cost driver (compensation and benefits). Areas such as employee relations and labour relations can be particularly affected by this position.

### 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 and other Directors, Deans and Executive Officers, and external stakeholders as appropriate. 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. The incumbent will represent the University when required and is expected to expand professional expertise and maintain professional contacts that support assigned functions.

### Complexity

The incumbent is expected to manage independently and with limited direct supervision in all areas of responsibility, routinely consulting with the HR Management Team and other Directors, Deans and Executive Officers, and external stakeholders as appropriate. 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. The incumbent will represent the University when required and is expected to expand professional expertise and maintain professional contacts that support assigned functions.

### 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
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Supervisor signature		Date
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## 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 in Human Resources and/or Labour Relations plus a minimum of 5 years' related experience is required. Certification of or progression toward a Certified Human Resources Professional (CHRP) preferred.

Excellent knowledge of Human Resources and Employment Services practices and the ability to identify and address client and University needs is required. Experience in a unionized environment is required. Strong leadership, communication and negotiation skills with demonstrated written, verbal and presentation skills considered an asset.

Strong knowledge of HRIS and information technology as well as a strong functionality of Microsoft Office Suite and database computer programs is preferred.

An equivalent combination of education and experience may be considered.

### *Signatures for sections I and II*

Department Head signature		Date
Executive Officer signature		Date
Human Resources review		Date