

Excluded Management Job Position Description

Section I: Position Information

Effective Date	2021-06-10	<input type="checkbox"/> Update Only	<input checked="" type="checkbox"/> Classification Review
Position Title	Manager, HR Client Advisory Services		
Position Number	999782		
Classification Level	Excluded D		
Department	Human Resources and Employee Relations		
Reports To	Deputy Chief Human Resources officer		

Position Summary

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

Reporting to the Deputy Chief Human Resources Officer (DCHRO), the manager leads the HR Client Advisory Services team in partnering with leaders across the organization in providing HR expertise and support.

The manager oversees the areas of recruitment and retention, performance management, organizational development, employee relations, crisis management, employee training and development and leadership training and development.

Working with the DCHRO, the manager is responsible for the development and continuous improvement of HR programs in support of the HR strategic plan, EMPOWER.

As a member of the HR leadership team, the manager serves as an ambassador for the HR department and demonstrates and models AU's I-CARE values in all interactions with internal and external stakeholders.

Duties and Responsibilities

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

Responsible for providing leadership, direction, coaching and mentorship to the HR Client Advisory Services team in all areas as it relates 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.

Recommend, develop and implement administrative processes, procedures, programs and systems to enhance HR Client service delivery.

In consultation with the DCHRO, updates HR policies and procedures to ensure they are current, efficient, and adhere to applicable collective agreements; legislation; case law; and industry practice and trends.

Responsible for building and developing HR/Client service level agreements, surveys and KPI's.

Lead the development and implementation of HR programs including but not limited to Recruitment for Hiring Managers, Orientation and Onboarding, Rewards and Recognition, Employee Engagement, and Talent Management.

Works closely with the Manager, Labour Relations to transition and support escalations, arbitrations, employee relations/labour relations training.

Recommend, develop and implement HR initiatives and special projects as required.

Participates in the development and implementation of HR Strategic goals.

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 manager communicates with all levels of AU staff, union and association representatives and external stakeholders on complex and confidential matters.

Excellent verbal and written communication skills are required. Must be able to communicate effectively using objective listening skills as matters are often sensitive and confidential in nature.

It is essential to have presentation, facilitation, negotiation and coaching skills with the ability to influence, as necessary.

Supervision

Responsible for all aspects of human resource management, including hiring, promoting, performance management, coaching and discharging within University policy and regulatory compliance. Responsible for managing within and implementing the terms and conditions of the collective agreement(s), where applicable.

Impact of Service or Product

Advice provided to the HR Client Advisory team and AU 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 independently manage their own work and that of their team with limited direct supervision in all areas of responsibility. Consultation with the DCHRO, CHRO, Manager, Labour Relations and Manager Pay and Benefits as appropriate.

Complexity

The range of responsibilities of this position are complex and involve a varied and diverse scope. An in depth understanding of AU policies and procedures, legislation, collective agreements, case law and industry trends is required. Day to day operational requirements and complexities will vary significantly and decisions made and implemented can have a high degree of impact on HR and AU strategies, outcomes and precedence. It is imperative to remain informed of the latest legislation, case law and industry trends.

The incumbent must possess excellent problem-solving skills, be visionary, be persuasive and be a compassionate listener. Knowledge of the University's needs as well as new and emerging trends in the post-secondary sector is required.

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.

Undergraduate degree in Human Resources and/or Labour Relations plus 8 to 10 years' related experience in a unionized environment is required. At least 3 years of managing HR Client Services function and management of a team of HR professionals is required. Experience leading and managing a virtual team is an asset.

Professional designation - Certified Professional Human Resources (CPHR) or equivalent is required.

An equivalent combination of education and experience may be considered.

Superior knowledge of Human Resource practices including recruitment and retention, performance management, organizational development, employee relations, labour relations, crisis management, employee training and development and leadership training and development.

Strong leadership and management skills with the ability to work within and lead a dispersed team to support a dispersed workforce.

Excellent communication, facilitation, presentation and negotiation skills.

Ability to work effectively, efficiently and positively under high pressure/stressful situations.

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

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.
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