



Job Description

Position Title: Director

Department: Human Resources

Reports To: Chief Administrative Officer

Purpose

Reporting to the Chief Administrative Officer, the Director Human Resource is a key member of the senior management team, providing advice and guidance on all human resource matters. The position is responsible for the strategic leadership, continuous improvement and day-to-day administration of the Human Resources Department and corporate human resources portfolio for over 900 full and part time staff and seven union locals.

Responsibilities

Leadership

- Position Grey County as an employer of choice in an increasingly competitive and complex environment. This will include programs to enhance employee wellness, employee engagement, health, safety, disability management, rewards & recognition, employee and labour relations, recruitment, leadership development, succession planning, learning and performance management.
- Act as policy advisor to the CAO and the Senior Management Team on Human Resources matters.
- Establish long-term direction and strategic orientation for the Human Resources Department consistent with the mission, values, goals and strategies of the Corporation.
- Provide leadership in the ongoing identification and tracking of "best practices" including benchmarking of other comparable municipalities and organizations known for leading HR processes.
- Continue to evolve the HR department to provide value to customers and demonstrate the impact HR services has on the corporation.

- Provide leadership to staff within the department; establish objectives and evaluate performance of department managers; monitor results and provide coaching, training and development opportunities as needed.

Department Management

- Respond verbally and in writing regarding issues related to the department's service delivery from members of Council, the general public, media, other staff, departments, and customers.
- Recommend staff reports and presentations to the CAO, communicating information and recommending program changes.
- Ensure the effective and efficient operation of the department and explore opportunities to increase the efficiency and effectiveness of service delivery.
- Establish the annual work plan for the department and for staff and evaluate performance; monitor results and provide coaching, training and development opportunities as needed.
- Work collaboratively with other leaders in the organization to ensure that the activities and programs of the department align with organizational initiatives and strategies.
- Ensure the Corporation is in compliance with all legislated requirements including Employment Standards, Labour Relations, Health & Safety, Human Rights and Pay Equity.

Financial Management

- Responsible for the preparation, presentation, and management of the department's capital and operating budgets.
- Monitor and report budget variances to the CAO and Finance and implement corrective action as required.
- Ensure compliance with all County policies and by-laws for purchasing/tendering.
- Review calls for tender and purchase requisitions requiring approval for the department on contracted services in accordance with established policies.

Programs and Policies

- Developing and maintaining a complete set of contemporary HR policies and procedures for the County and ensuring the effective administration of all health and safety matters in compliance with required legislation.

Labour Relations

- Ensuring effective collective bargaining and agreement administration for seven union locals representing and ensuring employee relations issues are addressed.
- Provide strategic advice and direction with respect to formalizing collective bargaining, negotiating mandates to departments, CAO and Council

Organizational Development

- Provide direction and oversight to OD interventions to enhance the effectiveness of Grey County employees
- Delivers training workshops and facilitates (both in-class and virtual classroom) in a variety of content areas including interpersonal skills, management and leadership development, team development; providing feedback and coaching where appropriate
- Directs the design, update and implementation of the performance management program; approves communications materials and tools for distribution, refines technology to improve the employee user experience; provides coaching to leaders to assist in deployment
- Responsible for the execution of employee engagement programs
- Oversees the development of tools and strategies that enable the leaders to create action plans to address the survey results and ensure that employees are motivated and engaged in order to deliver on the strategic objectives
- Supports Grey County to effectively manage change in order to achieve its stated strategic direction through facilitation, education, project support, coaching, assessments, program development and evaluation

Client Services

- Provide disability management support services and act as an expert adviser on all aspects related to Human Resources.
- Establishing and administering effective compensation and benefits strategies for the County.
- Ensures the effective administration of payroll, disability management, pension and benefits.
- Provides oversight and direction to the corporate health and safety department ensuring compliance with all regulatory requirements and a culture of “safety first” in all activities.

Performance Monitoring and Measuring

- Monitor the department's annual performance against established departmental key performance indicators and industry best practices and initiate corrective action as required
- Establish and grow a quality assurance program to monitor the delivery of services to the corporation, ensure timely communication to stakeholders on files and follow up on complaints/inquires and initiate corrective action where required

Working Conditions

Hours of work are 35 per week with overtime as required to meet the obligations of the position. Works in a relatively high profile. Work is subject to interruption and requests for assistance and interpretation of directives. Work is subject to emotionally loaded situations involving employees and client groups.

Contacts

Internal Working Relationships

Regular working relations with the CAO, Senior Management Team, HR Department Management and Staff and County Council.

External Working Relationships

Represents the County and provides advice to the CAOs and HR Managers of Grey County's member municipalities and County affiliated organizations including Conservation Authorities and the Grey Bruce Public Health Unit.

Knowledge and Skill

- University degree in Business, Human Resources, Industrial Relations or a related discipline and with 5 years' experience in a management or executive role in human resources in a large, complex unionized environment, providing guidance and support to senior leadership on strategic HR initiatives and a broad range of HR practices.
- Certification or accreditation in human resources (CHRE/CHRL) is required.
- Demonstrated experience as a creative thinker, proven leader, and influential team player.

- Experience leading HR transformations. Ability to initiate, lead, and implement progressive and proactive human resources policies and programs. Strong project management and change management skills
- Expertise in designing, developing and implementing HR initiatives for employee wellness, employee engagement, leadership development, succession planning, employee/labour relations, collective bargaining, compensation & benefits, pensions, long-term and short-term disability review, attraction and retention, health and safety, training and development, and talent management.
- Ability to set priorities, solve problems and meet deadlines under pressure.
- Demonstrates commitment to superior customer service and operational excellence. Ability to deliver results on strategic objectives through effective planning, team management and problem solving
- Political acumen and strategic corporate-wide mindset.
- Excellent interpersonal skills, public facilitation and conflict resolution skills. Excellent communication and presentation skills with the ability to communicate with all levels of staff, Council, stakeholders and the general public
- Ability to successfully manage budgets and achieve performance targets. Effective financial control, strategic planning, report writing, presentation and public relation skills
- Knowledge of relevant legislation, including, but not limited to, the Ontario Human Rights Code, the Labour Relations Act, the Employment Standards Act, the Occupational Health and Safety Act, etc.
- Experience with Microsoft Office (Word, Excel, Power Point)
- Experience leading the collective bargaining process effective negotiation, mediation and dispute resolution skills

Impact of Error

The consequence of judgement errors in the delivery of Human Resources program development, administration and management would lead to significant negative financial impacts, loss of reputation and public confidence in Grey County, compromised, ill-conceived policy and procedure, and possible personal and corporate liability.