POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Manager, Human Resources, Engineering and Applied Science (FEAS)
DEPARTMENT: Faculty of Engineering and Applied Science
POSITION NUMBER: 00103233
GRADE: 10 EFFECTIVE DATE: October 1, 2013

JOB SUMMARY:
Reporting directly to the Director, Finance and Administration, with functional (dotted line) accountability to the Director of Client Services, Human Resources, the Manager, Human Resources for Engineering and Applied Science is responsible for establishing and maintaining an effective partnership with the FEAS leadership groups to create and implement HR strategies that support the strategic plan of FEAS and the University. The Manager, HR provides high quality hands-on support and expertise to FEAS Managers on Employee Relations issues, Total Compensation, Recruitment, Performance Management and Training and Organizational Development initiatives. The incumbent contributes to FEAS by implementing all HR programs and initiatives, working closely with specialists on the Central HR Team to achieve this mandate. The incumbent supports the FEAS leadership, leading and managing the human resources services required to support the strategy, vision and goals of FEAS. The incumbent works closely with the management members of FEAS to ensure management practices comply with the applicable policies and collective agreements at Queen's University. This role is the primary contact for labour relations issues at FEAS and works closely with Queen's University Employee/Labour Relations unit in responding to and resolving grievances.

The Manager, HR works closely with the Faculty Dean, Associate Deans, Directors, Department Heads, Managers and the University's central Human Resources department on staff planning structure and personnel issues.

KEY RESPONSIBILITIES:

- Working closely with the Director, Finance and Administration, the incumbent participates in the development and implementation of a strategic human resources plan for the Faculty of Engineering and Applied Science to ensure it supports FEAS strategies as it relates to strategic recruitment and selection, compensation, employee relations, performance management, succession planning, organizational development, etc.
- With a functional accountability to the Director, Client Services, Human Resources, the incumbent attends regular meetings with Central HR on policy and procedural updates, policy implementation, best practices, to optimize the alignment of HR practices between FEAS and Central HR.
- Provides advice on complex human resource and leadership related issues. This includes Employee Relations, Total Compensation, Recruitment, Staff Development/Training, legal compliance, privacy legislation, etc. ensuring consistency with University human resources policies, procedures and legislative bodies. Coordinate HR priorities with client group leadership. Working with Central HR, coordinate and facilitate return from leaves or return to work situations (i.e. WSIB, sick leave etc.)

- Diagnose organizational effectiveness issues and implement appropriate solutions. Coach and facilitate leaders to resolve matters related to team effectiveness, employee engagement, change management, problem solving and conflict resolution.
- Manages and advises on all aspects of appointment, reappointment, renewal, tenure, promotion and leave for all tenure-track and adjunct faculty members including those covered by collective agreements and those subject to University guidelines.
- Manage all aspects of search committees for department heads, associate deans and managers. This includes preparation of agenda, taking minutes as secretary to the committees, writing the committee's final report, guiding the committee through the proper process, advising the committee on Collective Agreement and equity issues and serving as resource person to the committee by compiling data and conducting research for the committee. The incumbent serves as liaison with the Office of the Provost and Vice-Principal (Academic) and Office of the Principal on all academic staffing issues.
- Coordinate the recruitment process on behalf of FEAS including assisting in needs assessment, job description development, compensation liaison with Central HR, short-listing process, candidate interviewing, the offer process and orientation. Provide leadership in workforce and succession planning and oversee effectiveness of the processes.
- Actively participate in the performance evaluation process by coaching managers, assisting with performance development plans and implementing actions required under those plans. Assist managers in the creation of a work environment which motivates and inspires people to contribute at a high level and experience job satisfaction.
- Assist managers with first-level grievance investigations and responses by providing advice and assistance regarding the grievance process, interpreting collective agreement language (in consultation with Labour Relations and Faculty Relations) and staff policies, past practice and potential risks to the University. Liaise and update Labour Relations Specialists within Central HR in the event that grievances reach second-level.
- Assist the University's bargaining team in preparing for the collective bargaining process by providing information and documentation regarding human resource and operational issues that FEAS faced during the term of the collective agreement. Identify current language/processes that are of concern and suggest changes. May participate throughout the collective bargaining process as required.
- Delivers training sessions to managers and other employees as required on a range of human resources programs and initiatives including the Performance Dialogue Process, Discipline in the Workplace, etc.
- Assist FEAS managers in identifying and developing talent within their departments. Implement learning initiatives by coordinating and implementing training programs.
- Provide direct supervision to the staff that supports the HR functions at FEAS. Ensure support and work is completed in a professional and timely fashion. Provides the Director, Finance and Administration, with information regarding the operational requirements of the HR function in FEAS. Direct and manage the human resources function at FEAS to support the visions and goals of the Faculty and all its programs. Work closely with the Director, Finance and Administration, the Dean, Associate Deans, Department Heads and Department Managers to develop and maintain an effective and efficient human resources function. Collaborate with the Director, Client Services, Human Resources when setting strategic goals and objectives for the FEAS HR Manager function and in setting of new policy or initiatives.
- Serve on various FEAS planning and policy-developing committees. Provides advice on application of polices including FIPPA, Human Rights and privacy related requests.
- Recommend and maintain an organizational structure and staffing levels to accomplish FEAS goals and objectives.
- Evaluate organizational culture and recommend innovative programs to address concerns and have a positive impact on the level of employee engagement throughout the Faculty.

REQUIRED QUALIFICATIONS:

- University degree specializing in human resources or business. Additional HR certification, such as CHRP would be an asset.
- A minimum of five years' experience in mid to senior human resources management position with supervisory experience.
- Sound knowledge of principles, practices and techniques of human resources administration particularly within an academic setting.
- Knowledge of current employment and Labour legislation, and application. Knowledge of Queen's Human Resources policies and procedures is an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Proven ability to develop effective relationships and gain credibility across all levels of an organization. Strong influencing, coaching, mentoring, leadership and facilitation skills.
- Professionalism, confidence and strong customer focus.
- Must be comfortable in a complex and expansive organization.
- Ability to diagnose and resolve complex employee relations and organizational issues.
- Understanding of unionized environments and familiarity with collective agreements.
- Creative problem-solving skills.
- Proactive approach to human resources issues.
- A strong entrepreneurial drive that is consistent with the development and growth of FEAS.
- Excellent judgment and communications skills to resolve and/or mediate problems. Due to the nature of the job responsibilities, this position requires a high degree of diplomacy and confidentiality.
- Superior interpersonal and communication skills.
- Well-developed writing skills.
- Excellent organizational skills with demonstrated initiative
- The ability to work independently and in a collaborative team environment
- Strong people management skills, change management skills, including the ability to plan, organize, direct and motivate individuals and teams to achieve objectives.
- Ability to organize and control a demanding schedule of conflicting priorities and deadlines. Attention to detail.

DECISION MAKING:

- Determine and recommend human resource strategies that support the FEAS strategic framework.
- Determine appropriate advice, training and coaching required to support FEAS management.
- Assess complex situations and determine the appropriate course of action to resolve issues.
- Evaluate culture and recommend strategies to make changes as needed.
- Recommend appropriate organizational structure and staffing levels across FEAS.
- Determine the most effective way to intercede and/or mediate workplace disputes.
- Determine the content of correspondence, reports, and proposals, including the development of procedures.
- Recommend changes and modifications to University policies, procedures and collective agreement language.

- Determine when and who to involve or consult in unusual situations that may set future precedents.
- Make judgments on the application of policies and procedures.
- Prioritize time and duties to ensure work which is coming from multiple sources is completed within the required deadlines.
- Make human resource management decisions including training and professional development, performance reviews, workload distribution and discipline for direct reports.
- Determine whether documentation provided by departments meets established criteria in matters relating to academic staff.
- Decide on nature and content of presentation for training sessions.
- Decide on the nature and content of agenda topics and background information for meetings and the content and tone of minutes of meetings and reports.
- Determine whether or not personnel files are complete and can proceed to decision and if not, what additional material is required. Exercise judgment as to the relevance of material received and whether or not it adequately addresses the requirements of the Collective Agreement.
- Determine when to consult with the Director, Client Services

MANAGEMENT POSITIONS ONLY:

For the positions that are direct reports, answer the following questions:

1. You have the right to hire or you make the effective recommendation to do so
   YES

2. You have the right to dismiss/discharge or you make the effective recommendation to do so
   YES

3. You are responsible for handling disciplinary matters including issuing written warnings
   YES

4. You are responsible for conducting performance appraisals
   YES

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate