#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Director, Human Resources

**Job Number:** X-417 | VIP: 1720

**Band:** EXEMPT- 10

**Department:** Human Resources

**Supervisor Title:** Vice-President, Human Resources

**Last Reviewed:**  June 30, 2022

#### **Job Purpose:**

Reporting to the Vice-President, Human Resources, the Director, Human Resources is responsible for developing and delivering Trent University’s institutional human resource strategy. The incumbent is responsible for providing strategic advice to the Executive team and leading the broader management team through all components of strategic human resource analysis and planning. This key leadership role is also responsible for policy development, championing cultural change, and helping to steer large scale organizational changes toward successful implementation.

The Director is responsible for fostering constructive labour-management relations at Trent University, including the development and oversight of guiding principles and strategies for collective bargaining and dispute resolution, as well as ongoing relationship management and communication.

As the leader of the Human Resources team, the incumbent is accountable for promoting HR program innovation and development and ensuring legislative compliance and ongoing customer service excellence.

#### **Key Activities:**

1. Provides advice and input on a broad range of decisions, with a focus on ensuring that the people requirements and implications of organizational strategies are comprehensively analyzed and addressed.
2. Accountable for ensuring that the University meets its responsibilities under labour legislation and other employment-related legislation that governs the employment relationship between the University and its employees. These include, by way of example, the Ontario Labour Relations Act, the Employment Standards Act, the Pay Equity Act, and the Pension and Benefits Act as well as time-limited Acts as required.
3. Provides strategic leadership for the development and delivery of Labour Relations strategy, systems, programs and expertise to the University community. In this regard, responsible envisioning and implementing a labour-management relations strategy, negotiation of collective agreements, and overseeing grievance and arbitration processes. Provides advice and recommendations to Executive on all Labour Relations matters including mandates for negotiations. Chief spokesperson for bargaining. Lead in significant precedent setting arbitrations and any employment related legal actions.
4. Provides leadership for Trent’s compensation, wellness, and recognition policies, with a view to ensuring that Trent’s total rewards program attracts, motivates and retains employees within the University’s financial planning model.
5. Provides strategic leadership for Trent’s organizational development function, with a view to ensuring that the organization’s recruitment, learning and development, performance appraisal, and organization development consulting services contribute to the success of individuals and teams at Trent University.
6. Oversees the development of Trent’s human resources policies, objectives and initiatives, and fosters a culture of teamwork and customer service excellence within the Human Resources Department.
7. Oversees the implementation and maintenance of the Human Resources Information System; including finding organizational efficiencies and providing advice on organizational change initiatives to improve overall employee experience with the HRIS. Oversee HR staff to create reporting functionality to improve data analytics to inform strategic decision making.
8. Oversees Workplace Violence and Harassment policy including informal and formal complaint processes. Works closely with Human Rights Office to appropriately advise potential complainants of their options to file a complaint under the appropriate policy.
9. Provides timely assistance and advice to Trent Managers, Deans and Directors on matters such as recruitment and application requirements for international employees.
10. Corresponds with employees requiring immigration assistance and refers them to appropriate resources, and along with the appropriate Manager, Dean or Director, determines in what way the University can support the application.
11. Responsible for completing appropriate documentation for International Employees applying for a work permits, work permit extensions, or permanent Residency. Notifies the CIC of changes to terms and conditions of Work Permit employees as required.
12. Responsible for notifying managers, Deans, Directors of special requirements regarding terms and conditions of employment for individuals employed on a work permit. Ensures Trent complies with the terms of the Work Permit awarded to staff and faculty.
13. As the Primary contact with CIC, responsible for assigning authorized users on the Employer Portal. Corresponds with and provides documentation to CIC regarding Employer Compliance Audits.
14. Corresponds with Legal counsel regarding complex Immigration cases.

#### **Education Required:**

* Master’s Degree in Industrial Relations.
* Certified Human Resources Leader (CHRL) designation.

#### **Experience/Qualifications Required:**

* 7-10 years’ experience specializing in Labour Relations and Human Resources.
* Experience in complex Immigration matters.
* Knowledge and demonstrated experience in Labour Relations activities: issue resolution, mediation, grievance process and grievance handling, arbitration process, negotiations, union-management relationships/dynamics, conducting workplace investigations.
* Knowledge of federal and provincial employment-related legislation with the ability to interpret and advise the University community on its application.
* Excellent analytical and research skills required to develop creative solutions and maintain currency in the Labour Relations field.

#### **Supervision:**

Direct supervision of:

* Manager, Human Resources
* Manager, Labour Relations

**Job Evaluation Factors:**

##### Analytical Reasoning

1. Chief spokesperson for OPSEU and CUPE bargaining; develop mandate and seek PVP and Board approval. Oversee research and costing of the collective agreement. Prepare and negotiate proposals.
2. Representing the University at arbitrations/legal proceedings, which includes the gathering of all relevant documentation, preparation of the statement of defense/arbitration briefs, working with counsel in developing strategy, argument and prepping witnesses, in many cases presenting the case. Requires ability to assess the merits of a mediated settlement versus a precedent setting, binding decision. Requires understanding of labour law.
3. Under the general guidance of the VP, implement University wide restructuring, through retirement incentives, lay-offs and redeployments; develop process, negotiate lay-offs plans with the union and their regional representatives; oversee lay-off and redeployment process "bumping" to ensure appropriate placement of displaced staff, and ensure compliance with all relevant legislation.
4. Develop human resource training programs for staff and faculty in area of expertise - collective agreement interpretation.
5. Requires a thorough understanding of compensation principles including job evaluation and pay equity for policy redevelopment consistent with legislation. Provides direction to the HR Specialists at the strategic level.
6. Responsible for interpreting all 4 collective agreements (TUFA, CUPE 1 & 2 and OPSEU) to provide advice to senior leadership on institutional decision making.

##### Decision Making

The Director, Human Resources is expected to operate at a highly independent level and responsible for the areas of Labour Relations, Job Evaluation, Recruitment, and Training & Development. The Director provides guidance only at the strategic level. Examples of independent decision making are as follows:

1. Responsible for making decisions in mediation and in arbitration as to the final outcomes of the settlement. This would include terminations, monetary settlements.
2. Working with Managers and Directors responsible for assessing and deciding on the feasibility of restructuring plans and determining need for lay-offs.
3. Responsible for overseeing the assessment of displaced employees and decides if redeployment is appropriate.
4. Makes decisions on grievance resolutions and Letters of Understanding.
5. Makes decisions as to the interpretation of the CA, and as to which cases are relevant in advising managers on Labour Relations and staffing matters.
6. Responsible for making decisions in bargaining with pan institutional impact.
7. Making recommendation and implantation of decision making with respect to unplanned situations impacting collective agreement and employee entitlements.

##### Impact

Impact of the decisions assigned to the Director, Human Resources on the organization are extensive and far reaching, both in scope and over time: errors affect employee, faculty, client, and community relations, and have a far-reaching impact on the University’s image, programs, and operations. Decisions and actions also can set precedent for the larger university sector. Consequence of errors is usually of major importance and the impact is felt internally and externally. There is little opportunity of correcting errors once made, except over the long term and at great cost.

##### Responsibility for the Work of Others

Manager, Human Resources
Manager, Labour Relations

##### Communication

* All Employees across the organization
* Union executives
* Managers, Supervisors and Chairs
* Answering routine queries to explaining and providing complex messaging which may invoke volatile emotional reactions. Persuasion and negotiation to settle disputes. Maintaining the utmost confidentiality, access to medical information. Facilitating disputes and communication between hostile parties. Providing strategic advice to parties.
* Legal Counsel, Mediators, Arbitrators, Region Union representatives, Government Agencies
* Convey details of complex Labour Relations issues. Persuasion and negotiation skills required.
* Advising all staff, managers, chairs of university decisions on adhoc issues that made in a timely and clear and concise manner.

##### Motor/Sensory Skills

Note taking during meetings.
Reading of body language, exceptional listening skills.

##### Effort

Sitting for long periods, carrying and lifting files and equipment for bargaining (often off campus). Bargaining for 12+ hours, multiple days in a row.

##### Working Conditions

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| Changing deadlines, time pressures | Often issues are urgent and must be dealt with immediately. In responding to legal issues, timelines must be complied with.  |
| Dealing with frustrated, angry or confrontational people | Grievances are usually as a result of very difficult circumstances, resulting in highly emotional, confrontational and angry responses. Responses can be irrational and can escalate quickly. Director is viewed as the last stop for difficult issues. |
| Lack of control over pace of work | As issues are often urgent (e.g. workplace conflict, discipline issues), control over the pace of work is limited.  |
| Multiple competing demands | Four employee groups and limited resources results in competing demands. Bargaining off campus, arbitrations and mediations compete with day to day demands of the position.Competing demands from VPs. |
| Conflicting work priorities | See above. |
| Confinement  | Long hours off campus, confined to bargaining location.  |