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JOB DESCRIPTION
SENIOR DIRECTOR, PEOPLE CULTURE DIVERSITY (LABOUR RELATIONS AND EMPLOYEE EXPERIENCE)

NATURE AND SCOPE OF WORK

Reporting into the Vice President, People Culture Diversity, the Senior Director, People Culture Diversity provides leadership and vision for the direction of human resources and labour relations policy and services consistent with *Envisioning 2030*. The Senior Director, People Culture Diversity is responsible for the effective leadership, direction and management of labour relations, collective bargaining, employee experience, abilities management, and workflow management. The Senior Director, People Culture Diversity leads and develops an employee group that includes managerial and exempt staff.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provides overall direction and supervision to the Employee Experience and Labour Relations Team in the PCD department, while collaborating with the Organizational Development, Talent Acquisition and Equity Diversity & Inclusion team. Consults with and supports the work of PCD staff and fosters the development of teamwork.
- Administers and provides interpretation and advice on the consistent, equitable, and fair application of collective agreements, grievances, policies and procedures, and applicable legislation and regulations.
- Works alongside the spokesperson for all University negotiating committees in presenting the University's views and objectives; formulates collective bargaining strategies.
- Represents the University in grievances, arbitration, and before the Labour Relations Board.
- Prepares and administers the departmental budget for Human Resources In partnership with the Vice President, People Culture Diversity.
- Works closely with community members to proactively plan for workflow and resource allocation.
- Collaborates within the HR Department and across the University in implementing new business processes and suggests opportunities for improvement or change. Actively participates in University-level committees or working groups focused on HR service delivery, business systems, and business process improvement.
- Keeps informed of developments in human resources and labour relations/negotiations and periodically reviews and prepares reports on the University's negotiation process to keep it in harmony with operating needs and conditions.
- Prepares regular, special and statistical reports to meet statutory or other legal requirements and the needs of the University.
- Consults with managers on the development of organizational structures that enhance effectiveness and reduce administrative costs within the work unit, oversees the drafting of job descriptions and manages related classification processes including salary placement.



- Oversees and monitors group benefits costs and trends; develops strategies for cost containment, participates in negotiation of vendor contracts and agreements, monitors service targets, negotiates policy changes with consultants and vendors; liaises with benefits carriers on complex cases and makes recommendations on exceptions to policy.
- Facilitates the development, planning and implementation of human resources policies, procedures, and best practices.
- Delegates tasks as necessary and performs related work as required.
- Assumes the duties of VP, People Culture Diversity as and when required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of purposes, functions, policies and practices of human resources administration, compensation practices and labour relations in an educational environment.
- Extensive knowledge of labour relations, collective bargaining processes, grievance to arbitration procedures, trends in labour practices, B.C. Labour Relations Board policies and decisions, arbitration decisions, relevant statutes and regulations. Extensive knowledge of human resources objectives, practices, and policies and practices related to such areas as compensation, leaves management, position classification and employee benefits matters.
- Demonstrated ability to deal maturely with individuals at all levels.
- Demonstrated ability to work with others in many different capacities including coach, teacher, advocate, expert advisor, and collaborator.
- Demonstrated ability to develop, plan, execute and complete multiple projects simultaneously; to work well under pressure and to effectively meet deadlines and organizational requirements.
- Familiarity with the objectives and operations of a post-secondary institution.
- Demonstrated ability to command respect of the Board, executive officers, government officials, union representatives and the public.

LEADERSHIP COMPETENCIES

1. Job Knowledge

Possesses functional and technical knowledge as well as demonstrates understanding of job assignment. Performs key responsibilities and understands how to effectively utilize key resources and technology for all aspects of the job.

2. Service Focus

Values the importance of delivering high quality, innovative service to internal and external customers (colleagues, students, families, visitors, etc.). Understands the needs of the customer and follows up to ensure satisfaction. Able to prioritize and set work activities accordingly. Uses relevant skills to achieve goals and finds innovative solutions to achieve the “extra mile”.

3. Result Oriented

Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.

4. Initiating Action/Taking Initiative



Readily takes action consistent with departmental or University objectives. Volunteers readily and takes independent actions when appropriate. Leads by example and is a good role model for others to follow. Suggests methods and procedures to improve departmental operations.

5. Leadership and Supervisory Abilities

Attracts and selects the best talent. Coaches and inspires people. Sets expectations, recognizes achievements and proactively manages conflict. Delegates and consistently guides the team towards the outlined goals. Clearly defines responsibilities and authority limits of subordinates. Recognizes individual capabilities and assigns work accordingly.

6. Problem Solving and Decision Making

Identifies problems, involves others in seeking solutions, conducts appropriate analyses, searches for best solutions and responds quickly to new challenges. Makes clear, consistent and transparent decisions. Acts with integrity in all decision making, distinguishing relevant from irrelevant information. Assures adequate control and accounting of all funds including maintaining sound financial practices. Demonstrates a cross-university view.

7. Strategic Planning and Organizing

Aligns departmental priorities with the University's purpose. Measures outcomes and uses feedback to change as needed. Proposes solutions and alternatives on allocation of resources to achieve the University's outlined strategy. Approaches decision making (including, where applicable, program development, modification and or cancellation) with a focus on the potential impact on student enrollment, engagement and success.

8. Employee Development

Encourages and supports employee participation in personal and professional development. Able to coach, evaluate, develop and inspire direct reports. Provides constructive and objective performance feedback on a regular basis. Acknowledges and encourages good performance and proactively identifies and discusses performance problems in a timely manner. Ensures risks are minimized through proactive succession planning.

REQUIRED TRAINING AND EXPERIENCE

- Master's degree with major study in disciplines relevant to labour relations, including exposure to psychology, law, economics, statistics, business or public administration, or the equivalent.
- Minimum ten (10) years of progressively senior management accountability with a minimum of five (5) years at a leadership level.
- Extensive experience, and a demonstrated success in, labour relations work, including leading negotiations, supported by strong interpersonal and communication skills.
- Previous exposure to an educational environment necessary, and some instructional experience at the post-secondary level is desirable.
- CPHR or CCP an asset.