



Classification:	Administrator
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SENIOR MANAGER, ORGANIZATIONAL DEVELOPMENT

NATURE AND SCOPE OF WORK

Reporting to the Vice President, People, Culture & Diversity, the Sr. Manager, Organizational Development (OD), leads the strategy and implementation of Human Resources initiatives, programs and processes in support of a supportive and healthy employee experience. The Sr. Manager, Organization Development (OD) leads the strategies that contribute to the overall values, vision and goals of Capilano University's [Envisioning 2030](#) plan. These strategies include workforce design, performance appraisal and assessment, succession planning, and supports to talent acquisition. This role serves as a change agent to propel the organization toward the achievement of its vision. This position develops and maintains strong partnerships with business leaders.

The manager is the primary people leader and people strategist of the University and works closely with their colleagues in Learning & Development, Talent Acquisition, Employee Experience and HR Services, to round out the HR portfolio.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Plans, develops, implements and evaluates plans to proactively support performance processes through organizational development initiatives and programming. Develops and implements short and long-term Organizational Development goals and objectives to ensure the delivery of effective and efficient services and achievement of the Envisioning 2030 goals.
- Fosters an environment of collaboration and a strong service excellence culture. Inspires, motivates, and guides team members by fostering commitment, team spirit and trust.
- Aligns HR and university envisioning 2030 values by partnering with senior leadership to support and drive a culture of inclusion, respect, engagement, high-performance and continuous improvement.
- Supervises and provides leadership to employees by coaching, guiding and modeling key behaviors and strategies, encourages open dialogue and provides guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors, manages and assesses

performance of team members.

- Leads or participates in HR or university-wide projects, strategic initiatives and cross-functional teams, including Senior Leadership Council.
- Responsible for managing and reviewing relevant HR operating budgets
- Demonstrates a strong service focus with respect to both internal and external community members by generating innovative ideas and solutions to meet and exceed expectations, seeking feedback to improve service quality.
- Contributes to effective employee and labour relations by providing input to management negotiating team for collective bargaining purposes, as needed.
- Leads the development, promotion and implementation of HR and university processes and policies related to workforce design, performance appraisals and assessment, goal-setting, succession planning while also assisting as required with EDI, job descriptions and talent acquisition
- Oversees and manages the development and implementation of the university's engagement strategies, including working with various cross-university committees, and providing support and guidance to University community members in the implementation of plans.
- Identifies business challenges and, working with the HR Analyst and Institutional Research, uses data analysis to help influence changes to the operations, processes or programs in support of the organization's Envisioning 2030 and Illuminating 2030. Uses metrics and forecasts to effectively train and staff the organization according to business requirements and the organizational vision.
- Supports the analysis, planning and implementation of customized employee and team development training programs to increase the effectiveness of employees within their roles and teams.
- Collaborates with other HR areas to drive and support the development and implementation of HR processes, operational and service excellence solutions for the University as they relate to the primary functions of Organizational Development.
- Supports talent acquisition programming and branding, which aligns with the organization's strategic goals and values.
- Supports and coaches leaders in driving talent, retention, and succession objectives through the creation of tools and resources.
- Supports the talent acquisition process through digital transformation.
- Participates or chairs various committees on behalf of the VP, People, Culture & Diversity.
- Contributes to, and promotes a safe, healthy, respectful, and inclusive work environment by adhering to University policies and procedures and updating and completing mandatory training programs.
- Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
- Performs other related duties/projects as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Proven strategic thinker able to consider, develop and work through processes that transform goals to action and deliverables.
- Demonstrated experience in the delivery of successful programs, processes and tools in promoting change management and organizational development while applying practical methodology.
- Excellent abilities in interpersonal communications, corporate writing, presentations and networking.
- Demonstrated experience in team leadership and the ability to engage and motivate actions at all levels through collaborative activities.
- Demonstrated ability to enhance internal/external communications by building positive working relationships and to liaise effectively to advocate on behalf of the University.
- Recognized leader experienced in analyzing situations for reputational risk and applying good judgment and problem solving towards resolving critical incidents.
- Ability to manage multiple projects and execute time-sensitive and essential tasks and projects and demonstrated ability dealing tactfully with sensitive issues.
- A high level of cultural competency and knowledge of cultural safety.
- Experienced administrator with considerable knowledge of budget planning and management methodologies.
- Consistent ability to work well under pressure.
- Ability to work independently, innovate, take initiative and exercise tact and diplomacy, while maintaining confidentiality.

REQUIRED TRAINING AND EXPERIENCE

- Master's degree or equivalent education
- A minimum of seven (7) to ten (10) years of experience in a public, private or non-profit sector environment or complex organization, in a leadership capacity.
- Certification in Change Management an asset
- Equivalent combination of education, training, and experience may be considered