

Class No.:	Administration
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Manager, Employee Experience

NATURE AND SCOPE OF WORK

People are at the core of Capilano's success, and the Human Resources Department supports this success through the planning, development, implementation, and management of a broad range of human resources services. These services span recruitment, development, wellbeing, compensation, classification and collective agreement negotiation and administration. Additionally, the HR Department provides oversight of employee engagement surveys, and works with managers and employees to help foster opportunities that enhance engagement.

The Manager, Employee Experience oversees day to day HR operations to ensure consistency and attainment of strategic objectives, and creates synergistic partnerships and collaborations between university leadership, union representatives, employees, and other constituents to facilitate achievement of the University's strategic and academic plans. Reporting to the HR Manager are HR professionals.

This position reports to the Strategic Director, People Culture and Diversity.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates the development, planning and implementation of human resources policies, procedures, and best practices. 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.
- Interprets and advises on Collective Agreement matters; develops and maintains positive employee relations to foster dialogue and to increase understanding and support; develops a constructive relationship with the unions; investigates complaints, corrects violations and takes action to prevent future occurrences; manages the grievance process. Participates in the collective bargaining process.
- Oversees review and approval of faculty and staff hiring and appointments within a portfolio and assures these activities are conducted in accordance with Collective Agreement and policy

requirements. Provides support and oversight of employee background and credential checking and assures employee onboarding activities are conducted in a timely manner.

- 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.
- May be required to take the lead on enterprise or faculty human resources management systems; works collaboratively with the HR Analyst and IT and Payroll Staff on systems issues.
- Works with the Manager Learning & Development to identify training needs and assists in the development and delivery of training initiatives (e.g. disability and accommodation, attendance management, regularization, etc.).
- Advises administrators on resolving issues with performance or interpersonal conflicts among employees. Leads or supports investigations arising under harassment, conflict or other University policies.
- Keeps informed of developments in human resources and periodically reviews and prepares reports on the human resources programs to ensure that they are aligned with organizational goals and operating needs and conditions.
- Provides input into Departmental operations plan and oversees performance development processes for direct reports.
- Serves as a University representative on University committees.
- Prepares regular, special and statistical reports to meet statutory or other legal requirements and the needs of the University.
- Delegates tasks as necessary, and performs related work as required.
- Performs other duties as may be assigned by the Strategic Director, People Culture and Diversity.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of human resources objectives, practices, and policies and practices related to such areas as recruitment, compensation, employee/labour relations, position classification and employee benefits matters.
- Thorough knowledge of interpretation and application of collective agreements.

- Demonstrated knowledge of processes and practices related to investigation, mediation and negotiation.
- Demonstrated knowledge of working with human resource information systems.
- Considerable knowledge of applicable employment legislation such as the Employment Standards Act, Labour Relations Code, Human Rights Act.
- Demonstrated ability to express views, ideas and facts effectively orally and in writing including ability to be persuasive and encourage collaboration and input from others.
- 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.

REQUIRED TRAINING AND EXPERIENCE

- Baccalaureate degree in Human Resource Management or a related field.
- A minimum of five years of experience in Human Resources management, supported by solid labour relations leadership and strong interpersonal and communication skills.
- Previous exposure to an educational or public environment is highly desirable.