

Director of HR Shared Services

(Permanent full time)

Posting No. (1716)

The City of Saskatoon is an Employment Equity employer

Job Summary

As a member of the HR Leadership Team, the Director of HR Shared Services is responsible for all aspects of the shared services provided by the Human Resources Division including; Organizational Development, Equity, Diversity and Inclusion, Learning and Development, Total Rewards, Talent Acquisition and Workforce Analytics.

This position participates in the establishment of the long and short-range plans, budgets, policies, procedures and staffing requirements for the Department and acts as a strategic advisor to the Chief Human Resources Officer on all aspects of the shared services.

Duties & Responsibilities

1. Manages the activities of the Shared Services department by directing the work of professional and technical staff in all matters relating to Organizational Development, Equity, Diversity and Inclusion, Learning and Development, Total Rewards, Talent Acquisition and Workforce Analytics.
2. Coaches, mentors, supports and motivates staff, by providing career planning, education and skills training.
3. Responsible for the performance management and development of assigned staff and ensures performance and development plans are in place to support staff career development.
4. Develops and oversees the implementation of corporate policies, procedures, programs and standards related to shared services.
5. Collaborates with partners and stakeholders in the development and support for best practices for the delivery of shared services.
6. Ensures compliance with various laws, regulatory requirements, and collective bargaining agreements.
7. Implements and manages shared services changes in order to fulfil all legislative, collective agreement and business requirements.
8. Designs, develops, standardizes and reviews/updates Shared Service processes, documentation, audit processes, policy and procedures with an emphasis on ensuring compliance with applicable legislation and alignment with the strategic direction of the organization.
9. Directs, manages, coordinates and oversees HR projects and initiatives.
10. Establishes and maintains effective working relationships with union representatives to manage the implementation of key initiatives and program supported by shared services.
11. Works collaboratively with the Chief Human Resource Officer and other HR Directors to develop service delivery standards to effectively meet client's service demands and needs by identifying service gaps and opportunities for service improvements and enhancements.
12. Maintains current knowledge of related technological advancements and provides technical expertise in evaluating new technology trends and requirements.
13. Develops, manages and maintains relationships and work requirements with third-party vendors and other internal partners.
14. Implements and manages controls and audit requirements to ensure Shared Service systems and processes are meeting applicable standards.
15. Develops and monitors Division key performance indicators (KPI's) and makes appropriate changes to KPIs and advise and address when service standards are not being met.
16. Performs other related duties as assigned.

Qualifications

EDUCATION AND EXPERIENCE:

- Degree in business or related area with preference for human resources, organizational development, instructional design or training and development.
- Minimum of 10+ years of directly related HR experience in a unionized environment. Previous leadership experience is required.
- HR accreditation such as CPHR (Chartered Professionals in Human Resources) preferred.
- Equivalent combination of education and experience may be considered.

KNOWLEDGE AND SKILLS:

- Demonstrated ability to effectively work in a highly unionized environment.
- Ability to lead and model the organizational values (people, trust, integrity, respect, safety, courage) and culture by demonstrating behaviours of accountability, transparency, high performance, innovation and collaboration.
- Demonstrated ability to actively listen, ask questions to understand, be transparent with business practices in order to build trust and strengthen relationships.
- Demonstrated ability to establish and maintain credibility with audiences at all levels.

- Demonstrated ability to lead a team, as well as to influence peers and senior leadership through a collaborative approach.
- Ability to lead the development, implementation, execution and review of new (or renewed) business processes and strategies.
- Demonstrated ability to lead the design, delivery, implementation and sustainment of Quality Management strategies, programs and tools.
- Ability to build strong, trust-based partnership with senior business leaders and stakeholders
- Demonstrated ability in issues management and process improvement, combined with the ability to influence and engage management and employees.
- Ability to build a high-performance team and to mentor, coach and develop staff.
- Ability to be resourceful and prioritize in a fast-paced environment.
- Ability to problem solve and address complex issues with substantial corporate impact.
- Advanced communication skills, including verbal, written, interpersonal, and presentation skills with the ability to effectively interact with, and influence stakeholders at all levels.
- Demonstrated ability to reduce typical business information silos in order to increase cooperation and communication and work more effectively across business functions.

SECURITY REQUIREMENTS:

- No Security Check Required

SALARY:

Salary Range: \$131,460.00 to \$154,464.48 CAD **per annum** (2022 rates)

CLOSING DATE:

01/15/2023