Role Description
Professional Managerial Roles

Role Title: Manager, Staff and Faculty Human Resources

Incumbent:
Department: Faculty of Engineering
Unit/Department Leader(s): Christina Bobier

Date: January 2023
Position Number (if applicable): 00002129

1. UNIT OVERVIEW:
   a) Unit's Mission (2 or 3 sentences about the overall purpose or role of the unit)
   The Faculty of Engineering at Western University is a vibrant teaching and research centre that consists of six academic units including Chemical & Biochemical Engineering, Civil & Environmental Engineering, Mechanical & Materials Engineering, Electrical & Computer Engineering, School of Biomedical Engineering, and the Thompson Centre for Engineering Leadership & Innovation. It is also home to several outstanding centres and research institutes including the Boundary Layer Wind Tunnel Laboratory (BLWTL), WindEEE (Wind Engineering, Energy and Environment Research Institute), the Institute for Chemicals and Fuels from Alternative Resources (ICFAR), University Machine Services (UMS) and the Fraunhofer Project Centre (FPC). Approximately 3,500 undergraduate students are enrolled in one of our nine undergraduate programs and more than 900 graduate students are completing degrees at the master's or doctoral levels.

   Vision
   Western Engineering will provide transformative and inclusive learning experiences that build our students' knowledge, skills and competencies, and shape the person they will become. Western Engineering will push the boundaries of the unknown, creating impactful solutions and breakthroughs across the engineering spectrum.

   b) Key Goals of the Unit
   The Human Resources team at Western Engineering is a cohesive, collaborative team of professionals dedicated to supporting all programs, departments and units at Western Engineering. We strive to support, recruit and develop Western Engineering's most valuable resource - our employees. We do this with integrity, responsiveness and professionalism by adhering to Western Engineering's Values statements to provide the best service to our employees.

2. PURPOSE OF THE ROLE: (2 or 3 sentences about why this role exists and how it contributes to the mission and goals of the unit)
The Manager, Staff and Faculty Human Resources, leads all staff and faculty related functions within the human resources practice at Western Engineering. The role will provide strategic direction and advice to the Director of Administration in talent management, job design, onboarding and orientation, training, development of policies and procedures, record management and reporting. The Manager will also provide direction and advice to the Director of Administration in faculty collective agreement processes, assist Departments by acting as a resource for faculty recruitment initiatives and processes (part-time and full-time positions), as well as faculty record management and reporting.

The Manager is responsible for developing strategic human resource plans to meet the objectives in Western Engineering’s Strategic Plan, including staff and faculty recruitment and resource strategies, well-being and development plans as well as oversee all strategic human resource projects for Western Engineering. The Manager ensures continuity of administrative operations throughout changes in academic leadership in a complex environment.

The Manager contributes to the overall effectiveness of the Human Resources team by supporting managers on employee relations issues such as performance appraisals, vacation and attendance management, training and development, and mentorship. The role will provide related advice, education and support to colleagues and leaders in regards to the rationale for the processes and practices, and interpret Western’s collective and employee agreements, policies and procedures, as well as relevant legislation. The Manager will be responsible for responding to inquiries and resolving issues independently.

3. **KEY ACCOUNTABILITIES:** (a) **Summarize, in point-form, the work to be performed.** (b) **As applicable, indicate with whom the role collaborates to perform the work, and to whom the work is provided.** (c) **Indicate relevant metrics to indicate the scope of the work e.g. size of budget managed, payroll administered, or research funding administered, number of direct reports, number of students served by role, square footage of facilities managed by role, etc.**

- Provides strategic and tactical planning for staff and faculty human resources in collaboration with the Director of Administration (120 faculty; 120 staff members)
- Acts in a senior advisor capacity to the Director of Administration and the Dean on all faculty and staff human resources matters including solving complex issues, negotiating, and influencing decision-making to improve the operational efficiency and effectiveness of the Faculty
- Leads all strategic human resources projects for the Faculty of Engineering, including the development of a strategic plan for the human resources team
- Develops human resource plans including oversight of appointments, staff job descriptions, recruitment, orientation, performance assessment, annual evaluation processes, academic appointments, promotion and tenure, sabbaticals, alternative workloads, and other processes related to faculty and staff
- Builds and scales outstanding HR programs and processes that promote a positive and inclusive work environment including Flexible Work Arrangements (hybrid working model for the Faculty)
- Develops and implements ‘We Speak’ and ‘We Act’ initiatives for the Faculty in collaboration with leaders, faculty and staff
Develops contingency planning for staff operations including the development and tailoring of University continuity operations policies and procedures for implementation in the Faculty and provides feedback and advice to the Director of Administration

Acts as a resource to department chairs, administrative leaders and various committees on administrative and collective agreement matters pertaining to staff and faculty

Considers options and strategies for leaders to achieve their outcomes within the constraints outlined in the collective and employee agreements, University policies, practices, and procedures, and/or relevant legislation

Ensures consistency of human resource practices across the Faculty and compliance with applicable collective agreements, policies, and legislation

Develops processes to improve administrative functions and develops new initiatives for the Faculty; regularly reviews the type of administrative and technical support required for the Faculty

Designs and updates roles to meet the current and future needs of the Faculty in alignment with Western Engineering’s strategic plan goals and objectives

Develops and executes recruitment strategies to effectively compete for high performing talent and strengthen our employee value proposition

Oversees all full-time continuing (operating and grant-funded) staff recruitment for Western Engineering working closely with the Engineering HR Specialist to ensure the timely hire of new staff

Oversees salary administration and payroll for staff, faculty, student employees, postdoctoral fellows, and work bursary students for the Faculty

Supervises the work and performance of the Human Resource Specialist (Staff) and a summer human resources intern (May – August annually)

Develops and manages the orientation and onboarding programs for faculty and staff; conducts regular evaluation redesign of programs as required

Leads training and development initiatives as well as feedback processes for staff and faculty in the Faculty including conducting and organizing learning and development initiatives

Acts as Faculty specialist on relevant employment legislation, Western policies and contractual obligations for staff and faculty members

Implements mentorship plans in collaboration with the Director

Develops and implements wellness initiatives within the Faculty in collaboration with the Engineering Wellness Committee; provides leadership to the committee

Provides information, conveys policies and directs staff and faculty to appropriate resources to ensure timely resolution of conflicts

Oversees leaves management in collaboration with the HR Specialist

Develops and implements exit interviews and retention strategies for the Faculty

Responds and provides support to leaders, staff and faculty for grievance matters and other employee relations issues

Measures, monitors and reports on the effectiveness of HR programs and data, policies, and results; produce an annual report for the Director and Dean

4. OUTCOMES THE ROLE IS TO ACHIEVE: (5 to 8 key results that will be in place by performing the work described in “Key Accountabilities”) Examples

Timely and effective execution of recruitment requests and processing, including contractual agreements

Robust recruitment process and superior on boarding program for new faculty and staff
• High-quality and thorough hiring decisions are reached through practices that are consistent with Western’s standards
• Organized work-plans for self and others that include clear, actionable steps and targeted deadlines
• Mentored, coached, developed, trained and engaged staff
• Accurate and up to date employee records and job descriptions
• Reliable and up to date resource on staff policies, procedures, collective agreements and legislation
• Consultative practices and sound data collection to inform resource allocation and minimize duplication of effort
• Skilled and collegial leadership and timely and helpful response to questions/concerns from department Administrative Officers, leaders, faculty, and staff members
• Creative and effective solutions to everyday challenges
• Collaborative, well-functioning relationships with Departments, support units, faculty, staff and other stakeholders

5. **Problem Solving and Authority for Decisions** *(List a few examples of complex or challenging issues regularly encountered in this role where it requires the incumbent to identify or recommend a solution e.g. issues with respect to service delivery, planning, human resources, students, facilities, or other areas. For each example, indicate who is affected by the solution e.g. clients, colleagues, Department, Faculty, University) Examples*

   a. **Examples of issues** that the incumbent is expected to resolve independently and **Who is affected:**
   - Applying HR guidelines to design and implement appropriate business processes for staff in the Faculty
   - Operationalization of Faculty HR plans and decision making for HR matters for the Faculty
   - Daily management of human resources including problem solving of staff issues and approval of transactions, including all payroll and salary administration for staff
   - Leadership and supervision of HR staff including direction, support, and workload assignments
   - Seeking out solutions and present possible alternatives for unprecedented situations to the Director of Administration and managers in the Faculty
   - Developing and implementing new employee orientation
   - Determining best processes and timing for most effective record keeping, and information sharing
   - Responding to complex inquiries and providing guidance regarding policies or procedures (e.g. proper communication in dealing with upset individuals requiring immediate assistance)
   - Deciding when necessary to liaise with Director of Administration or other leaders for assistance on more complex problems
   - Assessing most important information and reporting to forward to Director and leaders to assist with decision making
   - Deciding when necessary to liaise with Human Resources

   b. **Examples of issues** where incumbent requires approval and/or consultation with supervisor or others to resolve and **Who is affected:**
• Developing effective procedures and processes to ensure smooth HR functions regarding staff in departments across the Faculty (Director and Administrative Officers)
• Staff issues including discipline, performance issues, grievances, recruitment, attendance management, and return to work considerations
• Referral of complex or high-risk staff issues or concerns to Director
• Interpretation of ambiguous policies or procedures, as well as the application of collective agreement articles
• Responding to requests for information or services from the internal and external community that are outside established procedure

c. Pre-established Guidelines for Decisions (e.g. List key University policies, Western collective agreement articles, legislation, professional or other standards that specify the way the role must perform certain tasks or make certain decisions) Examples

• Western operating policies & procedures (MAPP)
• Western Human Resource policies and procedures
• UWOFUA/UWOSA collective agreements, PMA policies
• Performance management processes
• Employment Standards Act, Labour Relations Act, Accessibility for Ontarians with Disabilities Act (AODA), Human Rights Code, Occupational Health and Safety Act
• Ontario Privacy legislation (FIPPA)

6. SUPPORT AND RESOURCES:
   a. Leadership: Who provides the incumbent with work expectations, coaching, development support, formal performance feedback and evaluation?

   The Manager, Staff & Faculty Human Resources position reports to the Director of Administration. The Director will approve training & development for the role. Performance is reviewed annually through the Performance Dialogue & Goal Setting (PDG) process.

   b. Colleagues & Key Resource People: With whom does the incumbent regularly collaborate to receive or share information and engage in problem-solving relevant to their role?

   • The role collaborates regularly with the Decanal team, Managers and Departmental Administrative Officers on HR processes, records and timelines, work design, recruitment, on-boarding and off-boarding
   • The Manager collaborates with Human Resources to facilitate unusual transactions, manage staff recruitment, on boarding, training, systems access, health and safety training, workplace accommodations, performance feedback
   • The Manager engages regularly with all staff on all human resources matters
   • Supervises the HR Specialist and the summer human resources interns to provide mentoring and guidance on work

   c. Other: List any specialized training, equipment, resources, or other supports required for success in this role (e.g. Peoplesoft training, lab safety, mobile devices, private space, protective equipment, etc.).

   • Private Office location
• The role requires active and visual sponsorship from the Director of Administration, Dean, Associate Deans and other managers in the Faculty, in order to effectively manage human resource initiatives in the Faculty
• The role requires access and familiarity with Western's Human Resources Information System
• This role requires access to Western Engineering databases and records
• Current knowledge of University wide strategic plans, priorities, challenges and issues

7. **WORK CONTEXT:**

*ATTACH an organization chart that shows to whom the role reports, key peer relationships and whom the role supervises if applicable.

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Director of Administration

Manager, Human Resources (Faculty & Staff)
Human Resources Coordinators (Faculty & Staff)
Administrative Assistant (HR/Facilities)

Summer HR Intern

HR Specialist (Staff)
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8. **REQUIREMENTS TO PERFORM SUCCESSFULLY IN THE ROLE**

a. **Professional Qualifications & Education**

   * Minimum Required:

   • Undergraduate Degree in Human Resources/Industrial Relations, Business Administration or relevant discipline
   • Certificate/Diploma in Human Resources Management
   • Completion of Certified Human Resources Leader (CHRL) Designation
   • Courses completed in conflict resolution/mediation and project management

b. **Experience**
**Minimum Required:**

- 7 years of progressive experience in human resources management in a unionized environment with direct accountability for strategy development, human resource planning, employee relations, talent management, training and development, performance management and change management
- 3 years of experience providing leadership to a team of human resource professionals

**Preferred:**

- Experience in an education or public sector environment

**c. Knowledge, Skills & Abilities:** *(Describe the knowledge, skills and abilities needed to perform the role successfully [including the use of specialized equipment])*  

**Examples**

- In-depth knowledge of Human Resources statute, principles and practices, of the Employment Standards Act, and other relevant legislation
- Knowledge of best practices in building a strong collaborative team and leading people
- Knowledge of Western collective agreements and policies impacting staff and faculty
- Strong leadership skills with the ability to develop a shared vision to lead and coach employees to excellence
- Strategic thinker who can both design, approach and operationalize to deliver
- Demonstrated ability in human resource planning
- Proven ability to coach, facilitate, influence, problem solve and negotiate to reach consensus, resolve conflict, and achieve desired outcomes
- Excellent interpersonal skills with an ability to coach team members as well as work in a respectful manner with a diverse community of faculty, staff, colleagues, and others
- Verbal communication skills to actively listen and discern non-verbal communication cues and to deliver information professionally in difficult circumstances
- Written communication skills with the ability to create proposals and to provide presentations to senior management
- Ability to translate information into easily understood terms, summarize information, and provide a rationale for action
- Ability to ensure confidentiality and privacy is maintained through the appropriate retention and destruction of information
- Ability to produce high-quality results and workable solutions that meet client needs
- Detail-oriented with an ability to function and process information with high levels of accuracy
- Ability and willingness to stay abreast of technological developments
- Discretion, tact and maturity to deal with highly confidential subjects or issues
- Ability to apply regulations or professional standards to own work
- Ability to work independently and maintain direction and focus through proactive planning and organized approaches to work with superior multi-tasking skills
- Intermediate computer skills in Microsoft Office Suite (Word, Excel, Outlook) and with databases/applications (such as PeopleSoft)
- Ability to create a positive impression while interacting with others and responding to inquiries, by telephone, in person or electronically
• Ability to understand, interpret, and effectively communicate University guidelines, policies and practices to key stakeholders
• Creative problem solving skills and sound professional judgment, with a consultative and collaborative approach to addressing issues and opportunities, especially regarding confidential/sensitive matters
• Ability to make sound assessment of urgency and appropriate consultations for resolution
• Ability to identify opportunities for improvement, while being open to trying new ideas and working methods
• Proven ability to take initiative and champion a project from conception through implementation and evaluation
• Ability to work independently and effectively as a member of the team to achieve department goals

d. Background Checks Required *(Type a “Y” to the left of any required background checks)  More Information*

<table>
<thead>
<tr>
<th>Y</th>
<th>Education Verification</th>
<th>Credential Verification</th>
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<tbody>
<tr>
<td></td>
<td>Driver Abstract</td>
<td>Credit Inquiry</td>
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<td>Police Criminal Record Check</td>
<td>Police Vulnerable Sector Check</td>
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<td>Police Information Check</td>
<td>Other:</td>
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9. Working Conditions *(Type a “Y to the left of any applicable conditions where they are a regular part of performing the role. Note: “Regular” is defined as daily or almost daily)*

**Physical Effort:**

<table>
<thead>
<tr>
<th>Y</th>
<th>Computer workstation</th>
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<tbody>
<tr>
<td></td>
<td>Extensive walking</td>
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<td>Lifting/pushing heavy objects</td>
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<td>Squatting/awkward positions</td>
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<td>Climbing</td>
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<td>High Repetitive movements</td>
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<td>Other:</td>
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**Physical Environment:**

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<thead>
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<th>Y</th>
<th>Normal Administrative Office Environment</th>
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<tr>
<td></td>
<td>Driving on behalf of employer</td>
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<td></td>
<td>High noise level</td>
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<td>Exposure to welding equipment and fumes</td>
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<td>Extremes of temperatures</td>
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<td>High dust concentrations</td>
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<td>Potential exposure to hazardous substances</td>
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<td>Exposure to contagious illnesses</td>
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<td>Exposure to chemical or biological agents</td>
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<td>Exposure to occupational injuries</td>
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### Sensory Attention:

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<tr>
<td><strong>Y</strong></td>
<td>Prolonged periods of listening/reading/watching/observing</td>
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<td></td>
<td>Smelling, tasting, touching</td>
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<td>Monitoring video displays</td>
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<td>Auditing</td>
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<td>Technical troubleshooting</td>
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<td>Other:</td>
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### Mental Demands:

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<td></td>
<td>On-call responsibilities outside of normal schedule</td>
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<td>Odd and irregular schedule of hours</td>
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<td>Requirement to travel out of town</td>
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<td><strong>Y</strong></td>
<td>Unpredictable workload</td>
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<td></td>
<td>Isolation or boredom</td>
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<tr>
<td><strong>Y</strong></td>
<td>Other: Multiple/simultaneous deadlines</td>
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</table>

### Additional Notes on Working Conditions:
11. **Reason for Submission to Human Resources:** *(Type a “Y” to the left of the reason)*

<table>
<thead>
<tr>
<th>Reason</th>
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<tbody>
<tr>
<td>Evaluation and recruitment of a new role</td>
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<tr>
<td>Evaluation and recruitment of an updated or redesigned role</td>
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<tr>
<td><strong>Y</strong> Evaluation of a redesigned role that is currently filled</td>
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12. **Distribution of Completed Document:**

1. Copies to Employee and Leader
2. Signed original to Next Level Supervisor/Budget Unit Head
3. Send to HR-Pos-Desc@uwo.ca
   Include:
   a) A scanned, signed version of the completed role description form
   b) An organization chart
   c) If recruiting, attach a Request for Hire form and a MS Word version of the role description

   **Note:** Human Resources requires a scanned, signed version of all role descriptions on file. A MS Word version enables using the description content for recruitment efforts.