

Human Resources Manager Job Description

Job Group: Human Resources

Plans, directs, coordinates, and evaluates human resource management activities of an organization to maximize the strategic use of human resources and maintain functions such as recruitment, training and development, employee compensation, personnel policies, and regulatory compliance.

Responsibilities and Attributes

Responsibilities

- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, and recommend needed changes.
- Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Identify staff vacancies and recruit, interview and select applicants.
- Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
- Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization.
- Represent organization at personnel-related hearings and investigations.
- Administer compensation, benefits and performance management systems, and safety and recreation programs.

Attributes

- Education: Bachelor (Social Science (e.g., Psychology)), or Bachelor (Business-related), or Master's (In any related field (e.g., Social Science, Business, Education)).
- Certification: SPHR, and/or PHR.
- Skills: Human resources software, and/or Enterprise resource planning ERP software, and/or Spreadsheet software, and/or Word processing software.

General Competencies

Analytical Thinking

Analyzing and synthesizing information to understand issues, identify options, and support sound decision making.

Level 3

Analyses complex situations

- Analyses complex situations, breaking each into its constituent parts.
- Identifies and evaluates alternative causes or ways of interpreting complex information.
- Identifies connections between situations that are not obviously related.
- Identifies gaps in information and makes assumptions in order to continue the analysis and/or take action.

Business Perspective

Using an understanding of business issues, processes and outcomes to enhance business performance.

Level 3

Develops business strategies

- Demonstrates thorough understanding of how own section adds value to the organization.
- Makes decisions that clearly support the business strategy (e.g., builds business cases for decisions/actions, takes a market perspective).
- Formulates optimal ways to improve services/products in the section, taking into account a longer-term and broader corporate perspective.
- Customizes the execution of broad business strategies in own area.

Client Focus

Providing service excellence to internal and/or external clients.

Level 4

Provides seasoned advice

- Acts as a seasoned advisor, providing independent opinion on complex client problems and novel initiatives, and assisting with decision-making.
- Pushes client to consider difficult issues that are in their best interests.
- Advocates on behalf of clients to more senior management, identifying approaches that meet clients' needs as well as those of the organization.

Decision Making

Making decisions involving varied levels of risk and ambiguity.

Level 3

Makes decisions in vague situations

- Applies guidelines and procedures that leave considerable room for discretion and interpretation.
- Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information.
- As needed, involves the right people in the decision making process.

Impact and Influence

Influencing and gaining others' support.

Level 4

Builds coalitions

- Builds "behind the scenes" support for initiatives.
- Builds coalitions of partners to support proposals.
- Uses experts or other third parties to influence.

Interactive Communication

Listening to others and communicating articulately, fostering open communication.

Level 4

Communicates complex messages

- Communicates complex issues clearly and credibly with widely varied audiences.
- Handles difficult on-the-spot questions (e.g., from senior executives, public officials, interest groups, or the media).
- Overcomes resistance and secures support for ideas or initiatives through high-impact communication.

Problem Solving

Identifying problems and the solutions to them.

Level 3

Solves standard problems

- Identifies standard problems based on a range of factors, most of which are clear.
- Identifies alternate solutions, considering applicable precedents.
- Identifies optimal solutions based on weighing the advantages and disadvantages of alternative approaches.
- After implementation, evaluates the effectiveness and efficiency of solutions.

Strategic Thinking

Understands and processes complex information and exercises sound judgment, considering the situation, the issues, the key players, and levels of authority involved. Proposes course of action that furthers the objectives, priorities and vision of organization.

Level 3

Identifies and handles strategic issues

- Foresees longer-term implications of proposed positions, options and approaches that are not readily apparent.
- Exercises sound judgment in new situations in the absence of specific guidance.
- Identifies and considers emerging opportunities and risks when articulating astute and defensible options and recommendations.
- Strategically provides new information or data to key decision makers or stakeholders to influence their understanding and decisions.
- Demonstrates insightful understanding of the organizational context and priorities, how they interact and how they affect issues.

Work Ethics and Values

Demonstrating and supporting the organization's ethics and values.

Level 4

Sets the standard

- Plays a key role in shaping organizational ethics and values by defining, communicating and consistently exemplifying them.
- Ensures that standards and safeguards are in place to protect the organization's integrity (e.g., professional standards for financial reporting; integrity/security of information systems).

Technical Competencies

Change Management

Conducting change readiness and change impact analyses, preparing communication and employee engagement plans, and developing strategies to address organizational change and related change management issues.

Level 4

Manages complex change management initiatives

- Plans and manages medium to large scale change management initiatives.
- Identifies risks of change initiatives and recommends mitigation strategies.
- Develops comprehensive communication and consultation strategies to support the change management initiative.
- Delivers training to managers on how to effectively sponsor and drive changes across the division.
- Evaluates the success of the change initiative.

Compensation and Benefits Administration

Developing, managing and administering employee compensation and benefits policies ensuring cost efficiency and alignment with human resources strategies, and ability to attract top talent.

Level 3

Interprets and applies compensation and benefits plans

- Demonstrates thorough understanding of internal compensation practices and benefits products, processes, and policies as well as familiarity with relevant legislation.
- Prepares and processes a variety of standard benefits transactions and calculations.
- Interprets and applies the provisions of benefit plans and applicable laws to respond to day to day operational inquiries.
- Prepares customized employee compensation and benefits reports.
- Facilitates information sessions for employees on benefits plans and entitlements.

Employee Relations

Applying knowledge of labour legislation, regulations, and employee relations practices to the management of the formal, legal employment relationship between the organization and its employees.

Level 4

Advises on and manages organizational employee relations issues

- Demonstrates in-depth knowledge of collective bargaining legislation and practices.
- Researches, analyses and develops employee relations policies and/or procedures to meet organizational goals. (e.g. respectful workplace policy, complaint procedures, employee discipline).
- Develops and recommends collective bargaining strategies.
- Manages organization's response to legal and illegal job actions.
- Serves as organization's expert resource in all operational areas of employee relations.
- Drafts language in support of collective bargaining and/or employee policies and contracts.
- Ensures effective employee conditioning to increase operational flexibility and employee satisfaction.

Learning and Development

Creating a supportive learning environment aligned with the organization's goals and strategies by providing employees with tools and activities to promote their professional development.

Level 4

Analyses and adapts organization learning and development services

- Develops organizational learning plans to address current capabilities and future training needs.
- Conducts "Train the Trainer" sessions.
- Ensures learning and development programs comply with legislated requirements as needed.
- Identifies effective and economically viable learning approaches.
- Develops and implements measurement tools and processes to evaluate learning and development program effectiveness.

Occupational Health and Safety

Monitoring the work environment to ensure health and safety of all employees while promoting an organizational culture that reflects occupational health and safety best practices.

Level 3

Recognizes and responds to health and safety incidents

- Recognizes the occurrence or 'near occurrence' of an adverse event and responds to mitigate harm to employees and prevent reoccurrence.
- Anticipates situations that may place employees at risk and proactively acts to prevent them.
- Ensures management team is fully aware of safety standards and procedures.
- Conducts health and safety incident investigations including analysis and recommendations to prevent repeat occurrences.
- Demonstrates knowledge of hazard identification, evaluation and control.
- Balances operational requirements with safe work practices, ensuring that employees are not unnecessarily exposed to hazards in the workplace.
- Demonstrates due diligence towards occupational health and safety matters.

Recruitment and Selection

Providing advice and services related to the attraction, sourcing (advertising, job fairs etc), evaluation (determining and implementing selection criteria and strategy) interviewing and intake (i.e. negotiating offers) of appropriate talent to meet the organization's human resources needs.

Level 4

Participates in proactive recruitment activities

- Conducts strategic and proactive sourcing, building relationships with potential high-quality candidates.
- Develops and maintains appropriate metrics and statistics to evaluate effectiveness of recruitment processes.
- Keeps up with current trends and suggests improvements to existing recruitment processes and evaluation methods.
- Provides expertise and advice regarding complex recruitment issues and assessment techniques to other HR employees and hiring managers.
- Coordinates recruiting resources, internal and external to seamlessly meet client needs.
- Forecasts future human resource needs and develops strategies to meet these shortfalls.
- Develops and manages multiple talent streams (i.e., internal and external) for high volume and/or critical jobs.

Client Focus

Providing service excellence to internal and/or external clients.

Level 1	Level 2	Level 3	Level 4	Level 5
Responds to immediate client needs	Maintains client contact	Provides added value	Provides seasoned advice	Ensures continued service excellence
<p>Responds to client needs in a timely, professional, helpful, and courteous manner, regardless of client attitude.</p> <p>Clearly shows clients that their perspectives are valued.</p> <p>Strives to consistently meet service standards.</p>	<p>Follows up with clients during and after delivery of services to ensure that their needs have been met.</p> <p>Keeps clients up-to-date on the progress of the service they are receiving and changes that affect them.</p> <p>Ensures service is provided to clients during critical periods.</p> <p>Puts clients' issues in order of priority and addresses most pressing concerns.</p>	<p>Looks for ways to add value beyond clients' immediate requests.</p> <p>Explores and addresses the unidentified, underlying and long-term client needs.</p> <p>Enhances client service delivery systems and processes.</p> <p>Anticipates clients' upcoming needs and concerns.</p>	<p>Acts as a seasoned advisor, providing independent opinion on complex client problems and novel initiatives, and assisting with decision-making.</p> <p>Pushes client to consider difficult issues that are in their best interests.</p> <p>Advocates on behalf of clients to more senior management, identifying approaches that meet clients' needs as well as those of the organization.</p>	<p>Strategically and systematically evaluates emerging and longer-term opportunities and threats to meeting clients' needs.</p> <p>Determines strategic business direction to best meet clients' evolving needs.</p> <p>Monitors, evaluates and, as needed, renews the client service model and service standards.</p>

Recruitment and Selection

Providing advice and services related to the attraction, sourcing (advertising, job fairs etc), evaluation (determining and implementing selection criteria and strategy) interviewing and intake (i.e. negotiating offers) of appropriate talent to meet the organization's human resources needs.

Level 1	Level 2	Level 3	Level 4	Level 5
Assists with recruitment and selection processes	Conducts basic recruitment and selection activities	Customizes recruitment and selection processes	Participates in proactive recruitment activities	Conducts strategic recruitment activities
<p>Demonstrates an understanding of organizational recruitment policies and guidelines and relevant legislation.</p> <p>Conducts web or database searches for potential job candidates.</p> <p>Collects relevant information/data for the tracking and analysis of recruitment processes.</p> <p>Prepares documentation for the recruitment process (e.g. posters, interview guides, offer letters) as directed.</p> <p>Communicates with potential candidates throughout the recruitment process.</p> <p>Performs an initial screening of applicants to ensure they meet the required qualifications.</p>	<p>Uses knowledge of customer groups and relevant job markets to identify potential sources of qualified candidates.</p> <p>Reviews job applications against selection criteria to determine suitability.</p> <p>Prepares candidate assessment tools using established questions and tests.</p> <p>Conducts preliminary or simple interviews to assess candidate suitability.</p> <p>Negotiates salaries balancing the interests of the employer with the need to fill the vacancy.</p>	<p>Analyses position competency requirements to identify candidate selection criteria.</p> <p>Leverages appropriate sourcing strategies (i.e. advertising, career fairs, networking etc.) to ensure a constant flow of interested amongst qualified candidates.</p> <p>Identifies selection and assessment strategies that ensure efficient, effective and fair applicant evaluation processes.</p> <p>Develops candidate assessment tools (interview guides, reference questions etc.) based on best practice candidate evaluation methods.</p> <p>Identifies successful candidate(s) based on analyses of information obtained through assessment process, ensuring appropriate fit to the position and organization needs.</p>	<p>Conducts strategic and proactive sourcing, building relationships with potential high-quality candidates.</p> <p>Develops and maintains appropriate metrics and statistics to evaluate effectiveness of recruitment processes.</p> <p>Keeps up with current trends and suggests improvements to existing recruitment processes and evaluation methods.</p> <p>Provides expertise and advice regarding complex recruitment issues and assessment techniques to other HR employees and hiring managers.</p> <p>Coordinates recruiting resources, internal and external to seamlessly meet client needs.</p> <p>Forecasts future human resource needs and develops strategies to meet these shortfalls.</p> <p>Develops and manages multiple talent streams (i.e., internal and external) for high volume and/or critical jobs.</p>	<p>Researches and analyzes talent, economic, and demographic trends and issues to predict future recruitment needs and challenges.</p> <p>Develops and implements new approaches to recruitment and new assessment tools.</p> <p>Defines and aligns recruitment methods with organization values and strategic direction.</p> <p>Develops succession plans necessary for key/critical positions.</p> <p>Builds relationships and organizational branding to continually attract new talent and maintain reputation as desirable employer.</p>