

1. Position No. 80094, 81614	2. Descriptive Working Title Senior People Services Advisor	3. Present Classification Excluded Management
4. Branch Human Resources	5. Department Employee Relations & Occupational Health and Safety	6. Work Location Telework Eligible
7. Position No. of Supervisor 53038	8. Descriptive Work Title of Supervisor Director Employee Relations & Occupational Health and Safety (OHS)	9. Classification of Supervisor Excluded Management

POSITION SUMMARY

Reporting to the Director Employee Relations & Occupational Health and Safety, the Senior People Services Advisor is responsible for proactively managing an assigned portfolio by providing senior level expertise and advice to managers regarding routine and complex employee relations, performance and attendance management, conflict resolution, talent management, organizational development, contract interpretation and administration, return to work and accommodations and other related matters. He/she/they guides, develops and implements strategic and tactical HR initiatives to align business goals. The position resolves complex human resources issues and researches, analyzes and prepare recommendations aligning to HR programs and initiatives.

MAJOR RESPONSIBILITIES

1. Manages an assigned portfolio by providing senior level advice, direction and assistance to managers in addressing workforce issues and optimizing talent, structure and process to meet business goals. Provides guidance on diverse and complex issues from an organizational perspective. Develops people strategies and solutions designed to increase organizational performance and efficiency.
2. Provides consultative advice to assigned portfolio covering all HR areas encompassing employee relations issues including discipline and termination, attendance and performance management, WorkSafeBC, short term and long-term illnesses, policy interpretation and best practices, conflict resolution, mediation and investigations and employee complaints.
3. Provides guidance and interpretation of statutory laws, regulations and standards (e.g. Employment Standards Act, WorkSafeBC). Monitors and reviews collective agreement application to ensure contract terms and conditions are applied as intended.
4. Guides managers and employees in the implementation of performance management initiatives including goal setting, review process, employee development, promotions and talent management/succession planning.
5. Executes the strategic direction of HR, including implementation of new and/or revised HR processes that support business goals and objectives.
6. Participates in the change management process by recommending, developing and implementing improved processes and procedures for HR programs consistent with the Branch's goals. Assesses risk and provides recommendations to reduce the risk for the organization.
7. Works collaboratively with other HR units to execute organization wide HR initiatives and client specific programs. Implements HR programs efficiently and effectively and aligning outcomes with the business and HR goals.

8. Analyzes data from various HR reports to identify and assess emerging trends and advises stakeholders on the potential impacts to the business. Provides recommendations to support the business and HR goals.
9. Works with the Privacy Department to prepare and coordinate responses to Freedom of Information (FOI) requests.
10. Responds to managers and employees regarding the Employee Family & Assistance Program (EFAP) and implements formal referrals for staff as required.
11. Provides support and guidance to People Services Advisor on complex matters.
12. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

The Senior People Services Advisor reports to the Director Employee Relations & OHS.

No positions report to the Senior People Services Advisor.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in human resources management or other relevant discipline.

Extensive experience in employee relations and human resources within a unionized environment.

Or an equivalent combination of education, training and experience acceptable to the Employer

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Considerable knowledge of the philosophies and practices relating to human resources and employee relations.

Considerable knowledge and understanding of Commission and government human resources and labour relations policies and procedures, collective agreement provisions and terms and conditions of employment, and other legislations including Human Rights and Employment Standards.

Considerable knowledge of the Commission's organization structure, its programs and operating practices.

Considerable knowledge of using organizational development techniques to build and deliver business goals.

Ability to provide senior level advice regarding the application of policies, legislation and practices, handle grievances and represent management in hearings.

Ability to analyze complex situations, determine appropriate courses of action, and make effective decisions.

Ability to conduct needs assessments through interviews and focus groups to understand challenges and goals to implement solutions.

Ability to establish and maintain constructive working relationships with all levels of Commission staff, unions and government agencies.

Ability to provide leadership and guidance to staff.

Ability to exercise discretion, tact, diplomacy and good judgment.

Ability to travel periodically including overnight.

Excellent communication, presentation, facilitation and interpersonal skills.

Excellent organizational, problem-solving, negotiation and influencing techniques and skills.

Proficient in the use of HRIS computer systems and computer applications including proficiency in MS Office (Word, Excel).