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| Position Title | Senior Manager, Human Resources | Position Number | 00054140 |
| Portfolio | Corporate Services | Location | Victoria |
| Supervisor’s Title | Assistant Auditor General | Travel Required | Yes |
| **FOR OAG HR USE ONLY:**  | NOC Code: |  |
| **Approved Classification or Leadership Band** | Senior Manager Business Leadership | **Class Code:** |  |
| Mandate |
| The Office of the Auditor General (the OAG or Office) serves the Legislative Assembly and the people of British Columbia by providing independent assessments and advice that enhance government accountability and performance. Authorities for the Office of the Auditor General are derived from the *Auditor General Act*. |
| Role  |
| **Purpose of Position** The Senior Manager, Human Resources, provides sound, value-added and innovative Administrative advice and direct services to Executive and staff at all levels. This position takes an advisory role by supporting the Executive in the development and implementation of the HR strategic plan, and leads the HR operational program which includes services for recruitment and retention, succession planning, employee performance management, training and career development, health and safety, rewards and recognition, employee relations, organizational design, change management and classification and compensation. **Nature of Work and Position Links**Reporting to the Assistant Auditor General, the Senior Manager, HR, provides professional subject matter advice to the Auditor General and Executive on human resource management, strategic and tactical planning and issues resolution. One of the challenges for this position is maintaining the balance of human resource requirements of an Independent Office of the Legislature with the requirements of the Public Service Act. Integral to the success of this function is the ability to successfully advise and manage the mitigation of the key risks associated with the unique role of the Office, which are losing independence, relevance, credibility or capacity. At the direction from the Assistant Auditor General, the Senior Manager, HR, develops and implements solutions to minimize the risk of diminished corporate knowledge as a result of upcoming retirements in key positions, as well as innovative approaches to respond to the challenges of an increasingly competitive market. The Senior Manager, HR is accountable for ensuring compliance with CPA Canada Quality Control Standards relating to human resources. **Key Links***Auditor General, Deputy Auditor General and the Assistant Auditors General*: to provide HR expertise on and implement the HR strategic plan, which anticipates and responds to the current and emerging human resource needs of the organization; creates and recommends strategies for the successful implementation of the plan; advocates and champions strategic and forward thinking HR planning and management.*Committees*: Corporate Services Leadership Council, Leadership Plus Committee, T&D Committee, Scheduling Committee, others as required. *Line Managers*: to provide advice and direction regarding human resource issues and ensure the consistent interpretation and application of HR policies, standards and procedures.*Corporate Services staff and contracted specialist resources*: to provide direction regarding the consistent application of the Terms and Conditions of Employment, governing policies and legislation and the implementation of corporate human resource initiatives, to arrange and manage contracted HR services when required.*Public Service Agency*: to maintain consistency in the application of policies and purchases services from central agency HR when required.*Peers in ministries, Crown corporations and central agencies*: to exchange information and obtain information on common issues. Peers in provincial and federal legislative audit offices and in the private sector: to exchange information and keep abreast of common issues. (e.g. CCOLA)**Specific Accountabilities / Deliverables**1. Champions the vision and goals of the organization through the development, implementation and management of sound human resource plans, policies and practices and innovative approaches and mechanisms.
2. Advises the Executive on strategies and tactics for the successful planning and management of the human capital including the development of a strategic and annual human resource plan; manages the development and maintenance of a comprehensive human resource management information system to assist Executive and managers in their decision-making activities.
3. Advises Executive regarding the implementation of human resource management programs to maximize performance and retention of staff and meet the organization’s objective of attracting, optimizing and retaining the best people.
4. Manages the provision of highly supportive human resource and related administrative services to the organization through the development, implementation and management of innovative and responsive policies, programs and management practices as well as timely responses to key human resource management issues.
5. Manages and supports Office outreach strategies and recruitment drives, and creates related resources and Office - specific branding messaging to ensure the organization has the capacity to complete its work by attracting qualified and motivated candidates through a transparent and meritorious process.
6. Provides leadership support and oversight for competitions at all levels of positions within the OAG. Competition management may include full development of all tools and processes and standards required for the specific competitive process, or managing external resources contracted to provide recruitment services. Service provided will include writing job descriptions, recruitment ads and completing compensation rational.
7. Provides leadership support to the development of the Office training and professional development program, links the training program with other key HR strategies and initiatives.
8. Work with Executive/Leadership team to foster a climate of trust and cooperation throughout the Office that encourages open communication and contributes to a harmonious and productive work force; manages an internal communications program to effectively keep staff informed of human resource developments, information and programs.
9. Provides expertise in the area of employee relations including the effective administration of the Terms and Conditions of Employment and key Office HR policy.
10. Develops and updates human resource programs, policies and procedures including performance management and reporting, training and development, succession planning, student development and retention, employee safety, wellness, recognition and reward programs that reflect the values and operating philosophy of the Office and meet legislative requirements; Work with the BC Public Service Agency to assist managers and employees in the interpretation and application of related policies and practices.
11. Provides advice regarding standards for job descriptions recommends classification evaluations and provides counseling services for staff on issues such as career pathing, work/life balance, attendance and other issues.
12. Develops and manages the HR program area budget. Ensures the efficient and accurate processing of human resource - related transactions and the maintenance of personnel records for all staff.
13. Develops and updates human resource processes to ensure compliance with CICA Quality Standards.
14. Provides direction and support to an operational Human Resources team who provide direct HR services and HR administration to all staff of the organization.
15. Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave and initiation of discipline processes.

**Financial Responsibility**The Senior Manager directly manages approximately $100,000 (contracts, HR SLAs, relocation and recognition), but also plays a role implementing the Office’s salary envelope. |

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| Indicative Position Responsibility Distributions  |
| **Corporate Strategies & Programs - 65%** * HR Strategies
* Recruitment Strategies
* Leadership support for Training Strategies
* Leading Teams

**HR Compliance – 20%*** Health & Safety
* Merit Compliance
* Public Sector Compensation

**Portfolio related work - 5 to 10%** * Relevant Audits (Subject Matter Expert, etc)

**External – 5%*** Builds relationships across public sector and professional firms
* CCOLA HRN
* Presentations

**Other – 5 to 10%*** As required
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| Essential Qualifications and Experience  |
| Skills and Abilities* Degree in Human Resources or Human Systems or Organizational Development or a related field, and
* 5 – 7 years progressive professional experience in Human Resource management, working in a generalist or specialist capacity, preferably both. Experience must include providing direct delivery in a wide variety of areas of HR management. This includes experience in managing employee relations, policy and planning, recruitment and selection, organization and workplace health and safety.
* Experience in developing and implementing a strategic HR program including HR workforce plans, HR policies, programs and procedures, and incorporating these into business and strategic planning, including working with a senior executive team to realize the full potential of the organization’s human capital.
* Experience in managing or leading a human resources unit or team.
* Experience working in a complex organization in both public service/government environment and in the private sector would be an asset.
* Working knowledge of HRIS reports and systems.
* An equivalent combination of education and experience will be considered.

Incumbents must be willing to work occasional extended hours, and willing to travel as required.  |

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| **Competencies**  |
| **HR Competencies** **Subject Matter/Functional Expertise*** Applies knowledge of HR functions to address client and organization needs (including: legislation, regulations, recruitment & selection, benefits, compensation, employee performance, staff relations, health & safety, organizational development and employee relations)
* Maintains currency in emerging HR trends and processes

**Advice, Counsel, Guidance Expertise*** Provides information and processes to enable people to make decisions and take suitable actions
* Provides feedback to management on the internal environment

**Coaching, Training, Mentoring Expertise** * Assists and supports others in achieving results/capability
* Assists others in creating and evaluating individual plans

**Consulting Expertise** * Facilitates clarity of an issue or issues
* Fosters the development of plans and processes to action specific changes
* Concludes with outcomes in a positive, efficient and effective manner

**Leadership Competencies** **Leadership*** Implies a desire to lead others, including diverse teams
* Provides potential solutions for organizational issues related to personnel matters
* Models and mentors effective HR practices that reflect the organization values

**Innovation and Change** * Supports and encourages new ideas and approaches to enhance performance and results
* Embraces change, takes intelligent risks, and helps others to engage in the change, adapt to change and remain effective
* Creates value, by modeling best practices
* Actively promotes change as a necessary business function
* Demonstrates positive acceptance of change

**Strategic Orientation** * Links long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices

**Core Competencies** **Service Orientation** * Desires to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations
* Focuses one’s efforts on discovering and meeting the needs of the customer/client
* Establishes and maintains effective relationships with customers and/or stakeholders
* Creates value for those customers and stakeholders and earns their confidence

**Results Orientation*** Sets and surpasses a standard of excellence
* The standard may be one’s own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement).

**Teamwork and Co-operation*** Works co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals

**Other Position Specific Competencies** **Relationship Building** * Works to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages
* Builds effective relationships based on trust and respect
* Identifies behaviors to deal with issues and conflict in a constructive way
* Contributes to a motivating environment
* Displays strong interpersonal skills to work with all levels of staff

**Change Management** * Supports a change initiative that has been mandated within the organization
* Assumes the collaborative role of change agent to support Executive Council in realizing strategic direction and business priorities
* Helps the organization’s members understand what the change means to them providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process

**Communications*** Effectively communicates through active listening, building common understanding with others and sharing key information
* Utilizes negotiation/persuasion skills as appropriate
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| Direct Supervision |
| The position is responsible for directly supervising staff (based on portfolio allocated by the Auditor General). |
| Organizational Chart  |
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| This is an accurate statement of the position’s assigned duties, responsibilities, and reporting relationships. This position description was created/revised/finalized in May/2016. |
| Reviewed By | X | Date | Click here to enter a date. |
| Iris Colyn, Public Service Agency |
|  |  |  |  |
| Approved By | X | Date | Click here to enter a date. |
| Carol Bellringer, Auditor General |
|  |  |  |  |
| I have read this position description and understand the key responsibilities: |
| Agreed to By | X  | Date | Click here to enter a date. |
| , Incumbent |

cc: Supervisor

 Personnel file

 Position file