

Job Title	Senior Human Resources Consultant
Reports to	Manager, Client Services and Labour Relations
Department / Branch	People and Organizational Culture / Client Services and Labour Relations
Job Number	1115
Jurisdiction	Out-of-Scope

Core Job Purpose

The Senior Human Resources Consultant, Client Services and Labour Relations is responsible for each of broad labour relations strategy across the City, program leadership, direct client service delivery and supervision of Human Resource Consultants and Human Resources Associates in the provision of labour and employee relations and recruitment.

1.0 Key Accountabilities

This section of the job description provides a summary of the job's core responsibilities. It may not include every task that is performed and it does not provide an overview of "how" each duty is undertaken. Any additional duties undertaken within the scope of the job will be based on similar skills, effort, and responsibility and working conditions. Employees are expected to perform all job tasks competently and with a focus on continuous improvement through the identification of opportunities. Through the City's performance management system, employees will work with their direct supervisor to set specific goals and objectives.

1.1 Labour Relations

- Works with HR and other City leaders to develop collective bargaining and broader labour relations strategies
- Prepares proposal packages for collective bargaining
- Serves as the City's lead resource in collective bargaining, including acting as chief spokesperson
- Provides strategic interpretation and advice in the administration of the City's various collective agreements, HR policies as well as labour and employment law / legislation
- Provides advice and support in the preparation and representation of grievances, including the development and facilitation of agreements / resolutions
- Assists in the development and presentation of applications and response before the Labour Relations Board, Human Rights Commission and/or other quasi-judicial bodies
- Coordinates, presents and assists legal counsel in preparation of arbitration cases

1.2 Program Development

- Through formal needs analysis and/or consultations, identifies gaps and/or opportunities for new and/or improved services and programs
- On an ongoing basis, assesses the effectiveness of programs to identify opportunities for enhancement and improvement
- Leads the development and ongoing maintenance of programs ensuring design or revisions reflect best / emerging practices and are aligned with broader HR programs and the City's operational requirements (requires ongoing research and education)
- Program design includes supporting policy and procedure development and related performance metrics

1.3 Investigations

- Conducts investigations in relation to alleged employee misconduct (escalated in nature or having the potential for reputational risk to the City)
- Identifies, collects and documents evidence and information
- Prepares reports including recommended actions

1.4 Service Delivery

- Provides subject matter expertise and advisory services to line leadership to identify risks and develop solutions to labour and employee related issues
- Provides subject matter expertise and advisory services to line leadership, assisting in dealing with complex issues; provides subject matter expertise and ensures linkages are made to other HR programs as required
- Develops and delivers content-specific training / information sessions to line leadership on a range of programs and services

1.5 Supervision

- Provides direct supervision, leadership, mentoring and coaching of HR Associates and HR Consultants with a focus on the provision of guidance, direction, development and formal performance management
- Conducts performance planning for staff (goal setting, review and assessment) and ensures that performance process is complete for all direct reports

1.6 Administration

- Provides support and input to the development of the annual Branch plan
- Interacts with external service providers to oversee / manage delivery of services
- Serves on City committees / working groups to provide HR expertise

2. Knowledge

- The Senior HRC has broad knowledge of all areas of human resources management, and the specific policies and practices of the City of Regina
- The Senior HRC has a deep, specialist level knowledge in both labour/employee relations and recruitment
- There is a requirement for an understanding of challenges and solutions created in the broader public sector, and the specific applications to the City of Regina, particular with respect to collective agreements
- Specialized knowledge of collective agreements and their application and the broader context of employment law
- Knowledge of customer / client service operating demands, challenges and issues
- Knowledge of program design and related performance indicators
- Knowledge of project management, including change management
- Knowledge of people leadership for supervisory responsibilities
- Technical knowledge is used for program development and delivery

3. Communications and Interpersonal Skills

- The Senior HRC, Labour Relations works directly with all unions to resolve the City's most complex labour relations challenges as well as build and maintain long term working relationships
- Communications can include hostile and highly contentious interactions
- As a recognized SME, there is a requirement to persuade others to accept and/or take action that they would otherwise not
- HRCs provide formal presentations and/or training/education on areas of subject matter expertise

- The Senior HRC serves as a facilitator to support building consensus and decision making
- There is a requirement for political acumen given the typical content of discussions - contentious and difficult people related issues, both at an incumbent level and more broadly (groups of employees / full City workforce)
- The Senior HRC will interact on a one-on-one basis with employees that require coaching, support and advice
- The Senior HRC may also participate in recruitment for senior staff (interviews)

4. Complexity of Problem Solving and Decisions

- Senior HRC's proactively identify potential risks and challenges in advance to ensure mitigation strategies are developed and problems averted – requires attention to longer term scenario planning
- There is a requirement to analyze data, where available; where data is unavailable, logic and reasoning is required to assess and develop solutions
- Solutions are not always available, and there is a requirement to create new solutions and strategies
- While focused on a particular HR area of practice, the HRC must develop solutions that are aligned with both broader HR practices as well the broader context of departmental and City operations
- In developing options and solutions, there is a requirement to balance past practice and the potential for setting precedent, and to weigh elements from across the City

5. Impact of Actions and Decisions

- As a lead in dealing with the City's most challenging and complex labour relations issues, there is the potential for significant impacts legally, financially and on the reputation of the City
- Impacts of actions and decisions are typically experienced at a specific program level as a result of design and across multiple employees
- Through the provision of expert advice, impacts may include employee morale, potential financial consequences and reputation of the HR function
- Given other layers of review and input (from both HR leadership as well as line leadership), impacts are mitigated, although the Senior HRC is viewed as a trusted subject matter expert

6. People Leadership and Development

- The leadership role includes day to day oversight and guidance of technical and/or professional roles
- The Senior HRC is responsible for providing input and recommendations on Branch/Unit specific workforce planning
- Leadership accountabilities includes performance management in conjunction with the Branch Manager

7. Physical, Visual, Auditory and Concentration Demands (PVAC)

- There are no unusual PVAC demands

8. Environmental Working Conditions

- There are no unusual working conditions associated with this role
- The work is performed primarily in an office environment
- There may be some requirement to attend off site meetings

