



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: MANAGER, REGIONAL HR SERVICE DELIVERY CENTRE
Job Code: MCP - Personnel Administration AM-21, APL21
Job ID: 17988

Purpose of Position:

To manage the day-to-day provision of generalist Human Resources consultative and support services to all ministries in the region, and to assist in the strategic planning and overall management of the office, in order to support the achievement of client ministries and enterprise wide business objectives.

Duties/Responsibilities:

As the manager of an office that provides or coordinates various generalist HR services to all OPS operations within one of five regions of the province:

1. Leads and manages the day-to-day provision of service, advice and support by the Centres staff to OPS program managers and clients; determines overall priorities and assignments, provides direction on sensitive or problematic issues escalating unresolved or contentious service management issues as appropriate. Actively supports clients to achieve their business goals by ensuring programs and services are delivered effectively and efficiently, by resolving service issues collaboratively ensuring timely access to appropriate staff expertise and support and through effective consultation. Models first class customer service and engages clients on an enterprise wide basis ensuring effective relationships and support to client ministries managers, HR Enterprise Service Centres and/or Strategic HR Business Units.
2. Manages the development, implementation and monitoring of consistent processes, standards and measurements for service delivery and client service. Ensures plans and recommendations are viable, cost effective, within the mandate of the Division and consistent with service delivery philosophies. Recommends changes/improvements in procedures, practices and services and advises the Director on quality assurance strategies and outcomes.
3. Provides leadership, coaching and management to assigned staff including making decisions on hiring, assigning work, approving merits, managing performance including determining performance standards and conducting performance reviews, providing training and development. Actively fosters and promotes an environment of continuous improvement and development which motivates, engages and enables all employees to work together in formal and informal teams and networks to achieve common objectives and to develop a healthier, rewarding and productive working environment. Models leadership that values diversity and inclusiveness. Handles disciplinary and labour relations issues including Stage 1 grievances and ensures compliance with Occupational Health and Safety Legislation and program requirements. Acts for the Director in his/her absence.
4. Demonstrates leadership in customer relationship management by developing, fostering and managing effective business relationships and partnerships with stakeholders to ensure an environment of trust and collaboration to ensure support and participation in implementation of the HR Ontario service delivery systems. Manages and provides client focused advice, coaching and training to ensure that strategies and services are consistent with government directions. Leads the communication and marketing of the benefits of revised requirement, best practices and accountabilities with respect to revised policies and directives. Works closely with colleague managers within the HR community to ensure integration in approaches, to develop cooperative efforts and provide input regarding the development of tools, guidelines and processes.
5. Manages and provides leadership for the planning, coordination and conducting of research and analytical projects, identifying trends and concerns, and developing options and recommended solutions. Determines team priorities and oversees the planning and delivery of team assignments, projects, and workshops to ensure effective service delivery within established quality standards and time requirements and establishes overall parameters for projects/program delivery. Oversees the preparation of research and briefing notes, corporate initiatives reports, presentation material and business cases; assesses and ensures the quality, thoroughness and relevance of documentation within the context of government/divisional/HR community strategic direction and priorities. Leads or

participates in special regional, divisional and enterprise projects and committees, as assigned.

6. Ensures that emerging/contentious human resources management issues and trends that have potential implications for the Centre are anticipated and managed through the identification, analysis, development and recommendation of response strategies and action plans. Coordinates critical issues management, advises clients on complex and/or contentious human resources management issues as referred by staff and ensures that the Director is properly briefed on all significant issues or matters.

7. Coordinates the implementation of enterprise-wide HR initiatives in the region; develops and/or recommends implementation plans and communication strategies, coordinates implementation with Enterprise Service Centres and SBU representatives.

8. Contributes as a member of the divisional management team to planning, performance management and issues management. Supports the divisions goals and objectives by promoting horizontal coordination with other units within and outside the division to improve client service, eliminate duplication and facilitate increased sharing of information and best practices. Provides strategic advice and guidance on current and emerging issues, propose options and solutions, presents reports, discuss options. As a member of the Centres management team, contributes to development of strategic, operational, and communications plans.

9. Manages the allocation of assigned regional financial resources and conducts budget planning, analysis and forecasting. Approves expenses and payments from program and operational budgets. Compiles information and prepares reports in support of the corporate planning process.

Knowledge:

- Knowledge of the theories, principles and practices of human resources management, including position management, staffing, performance management, staff relations/employee relations, and human resources planning, and knowledge of related enterprise-wide policies, collective agreements and legislation (e.g. Public Service of Ontario Act, Crown Employees Collective Bargaining Act) in order to plan and oversee the provision of advice and support to client ministries on their HR management, promote their use of effective human resources practices and facilitate the effective implementation of enterprise-wide initiatives

- Knowledge of organization development, change management and business planning and program management within the OPS in order to understand and respond to client ministries business needs and ensure the provision of appropriate HR supports within a constantly changing environment

- Knowledge of client ministries organizations, major programs, diverse cultures, organizational issues, and special needs, in order to plan and manage the provision and delivery of HR services that help to meet their business needs

- Program management and project management skills, to plan and manage the provision and delivery of HR supports and consultative services to OPS clients, coordinate the implementation of corporate initiatives within the region, and assess and ensure the effectiveness of the supports and services provided within an environment of constantly changing priorities, programs and business needs

- Financial management skills to manage the allocation of assigned resources, conduct budget planning, analysis and forecasting

- Management and leadership skills, to assign work and manage staff performance, motivate and develop staff, and promote excellence in service to meet client business needs

- Analytical and problem-solving skills, to assess and respond to complex and/or contentious HR and related management issues/problems and develop/recommend effective strategies and solutions

- Consultation and interpersonal skills and customer services orientation, to develop and oversee effective consultative relations with client ministries and to provide helpful and pro-active advice and support and advocate sound human resource management practices

- Sound relationship management, interpersonal, facilitation skills and negotiation skills to work with stakeholders and HR business partners in the Enterprise Service Centres/Strategic HR Business Units to identify their needs and to effectively manage stakeholder relationships and expectations

- Oral and written communication skills to prepare complex analyses and reports, to discuss and promote resolution to evolving issues and to provide related expertise and advice to senior management

- Planning, organizing and coordinating skills to proactively plan, establish priorities, allocate section resources in accordance with corporate agenda and priorities and to participate in the development and implementation of strategic operational and business plans

- Innovation to develop innovative and continuous improvement to increase customer satisfaction and the effectiveness of service delivery

- Presentation skills in order to deliver materials and briefings in an effective, organized manner and secure buy-in and commitment

- Proficiency with relevant software and applications (e.g. Excel, Word, PowerPoint, Outlook, MS Project) to perform analyses, prepare reports and develop presentations

Judgement:

Works under the general direction of the Director, Regional HR Service Delivery Centre and within a broad framework of enterprise-wide human resources policies, legislation, collective agreements, and related guidelines and practices, with advice and assistance available from corporate HR specialists on more complex and specialized issues such as staff relations.

Exercises considerable judgement and discretion in:

- Planning and ensuring that the Centres services to the regions client ministries help to meet their business needs and are effectively delivered; monitors and assesses clients often complex and constantly evolving business needs, plans for and assesses Centre delivery and performance, analyzes complex and contentious region-wide or local service management issues/problems, and determines and plans for changes/improvements in services, service delivery and best practices to remain responsive to client needs and ensure ongoing excellence in service.

- Plans and manages the implementation of corporate enterprise-wide HR and related initiatives in the region, e.g. new policies, programs and priorities; assesses the impact on the region and the Centres programs and services, develops and/or recommends strategies, partnerships and processes to facilitate implementation and change management, and oversees successful implementation

- Develops/recommends strategies and action plans or addressing client issues to promote and reinforce the "one employer" principle in the provision of HR services and implementation of enterprise-wide policies, practices and programs/initiatives within the region, where the regions client ministries often have different levels and kinds of HR needs and program requirements that may complicate the integration of client and enterprise-wide requirements

- Analyzes unique, complex and/or contentious strategic, region-wide or specific client HR management issues, often with precedent-setting or other significant impact, such as policy issues and disagreement with clients; liaises with clients and/or SBU staff and determines strategies, options and risks in order to resolve and manage issues and promote effective human resources management

- Anticipates and recognizes sensitive political situations providing relevant information and maintaining appropriate confidentiality in providing sound recommendations for their resolution, recognizing what information can be shared with varying stakeholders

- Provision of timely problem resolution for ministries including consultation and advice on contentious service/vendor related issues and maintaining clear lines of communication

- Determines strategic directions, required change and objectives to respond to evolving customer needs and organizational goals in the long term

- Questions rationale for current methods, processes and programs, applying lateral thinking to identify creative solutions

- Manages unit financial and human resources

Accountability - Programs:

Position is accountable for the provision and delivery of effective and supportive consultative services to all OPS ministries and managers within the region on a range of generalist human resources issues.

Accountable for coordinating the successful implementation of corporate HR and related initiatives within the region. Accountable for promoting and overseeing client acceptance of and/or adherence to enterprise-wide OPS policies, guidelines, legislation, collective agreements, best practices and special initiatives regarding HR management within the region.

Accountability - Personnel:

Directly manages a team of HR Advisors, HR Assistants, and Administrative Support Clerks. Has full management authority to hire, assign work, manage performance, handles disciplinary and labour relations issues including Stage 1 grievances. Manages performance and talent through employee motivation and engagement.

Accountability - Finance & Material:

The position manages the allocation of assigned resources; conducts budget planning, analysis and forecasting to identify and report on variances and unanticipated expenditures that impact the Regional HR Service Delivery Centres financial and human resources. Provides advice and recommendations on the Centres program and business matters may affect its program costs.

Accountability - Impact of Errors:

Failure to ensure the provision of effective and value-added advice and support to client ministries on HR management or the successful implementation of and adherence to enterprise-wide and "one employer" principles, policies, programs and initiatives could result in inappropriate action by ministries or managers, inconsistent applications, inequities within the region, employee relations/staff relations problems, employee grievances, non-achievement of client business goals, lost staff time and other resources, and loss of Centre credibility.

Contact - Internal:

Regular contact with the regions senior and line managers to discuss and/or resolve service management or HR management issues, strategic and implementation issues, etc. Regular contact with HR Enterprise Service Centres such as Employee Relations, Total Compensation Services to discuss or obtain advice on complex and/or specialized HR matters. Regular contact with other members of the OPS HR community such as the HR Service Delivery Division, colleagues in other regions, and client ministry SBU and enterprise service centre staff, to exchange information or to discuss matters of mutual interest.

Contact - External:

Frequent contact with union officials to discuss employee relations and grievance matters.