

## Job Description

**Title:** *Senior Human Resources Manager*

**Reports To:** *Executive Director*

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### Job Summary

Reporting to the Executive Director (ED), the Senior Human Resources Manager provides administrative support, focusing on the development and delivery of HR programs, employee support and satisfaction, and contributing to the achievement of Northern Shuswap Tribal Council's goals and objectives. This also includes support for the NStQ sister communities.

The Senior Human Resources Manager provides leadership to the long-term achievement of capacity development, employee recruitment and engagement, succession management and the development of fair and cohesive working environment.

The Senior Human Resources Manager carries out responsibilities in some or all of the functional areas: recruitment and retention, orientation, training and development, safety, performance management, succession management, employee relations, employee communication, and compensation and benefits.

### Human Resources Administration:

1. Develops a long-range Human Resources Strategic Plan that is aligned to the organizations Strategic Plan that incorporates the long-term achievement of capacity development, employee recruitment and engagement, succession management and the development of fair and cohesive working environment
2. Develops an annual operational plan which incorporates goals and objectives for programs and services, including program delivery and evaluation that identifies Human Resource strategies and practices that foster an employee-oriented, high performance culture
3. Prepares an annual budget for approval of the ED and monitors expenditures throughout the year to stay within budget
4. Develops organizational programs and policies for ED
5. Keeps employee's current regarding new information and updates with frequent and clear communication
6. Keeps policies, programs, HR practices current with government regulations to protect the interests of NSTC/NStQ and the employees
7. Ensures that the workplace is safe and bullying and harassment are eliminated
8. Writes and revises job descriptions, schedules classification sessions to ensure the proper pay grade
9. Obtains compensation and salary data annually to review status against competition, recommending salary changes to the ED
10. Coordinates and assists with the performance management process, helping managers with the writing and delivery of appraisals
11. Leads and promotes employee recognition program(s)
12. Assists managers with employee relations issues, writes letters and other documentation and provides support for delivery and obtains external advice as necessary
13. Keeps the ED informed of sensitive and important issues and events
14. Maintains accurate and confidential employee files and records
15. Develops a communication strategy for public awareness of programs and events

### Recruitment and Orientation:

1. Manages the recruitment process to ensure timely and quality candidate hiring including creating job advertisements, collecting resumes, screening and providing material to the appropriate manager for review.
2. In partnership with Skills Development department, develops relationships with educational institutions, attends job fairs and builds the name and reputation of NSTC to build a candidate pool.
3. Schedules interviews, creates interview guides and scoring sheets and ensures the panel is educated on the process.
4. Performs reference checks and verifies education, training and other qualifications
5. Negotiates offers of employment, determining the correct starting salary that is fully documented.
6. Reviews the Orientation process with new hires providing guidance and direction.

7. Manages all of the employee files making sure all information is current and maintained in a confidential manner, including annual file audits.
8. Processes papers and files for terminated employees and tracks turnover.
9. Assists in ensuring employees properly complete the Criminal Record Check process, takes copies of appropriate identification, verifies education, Driver's Abstract and licence details.

**Training and Development:**

1. Develops an annual training and development plan for staff, based on performance appraisal and personal development plans
2. Develops and coordinates training programs for all staff to ensure that they are consistently building the capacity of all employees
3. Ensures new and young workers receive proper field orientation and site orientation for due diligence
4. Prepares training reports for the ED and the Board

**Health and Safety and Disability Management:**

1. Completes safety accident/incident paperwork including appropriate Worker's Compensation forms
2. Follows up with employees who are away for injury, sick leave or other leaves
3. Attends all Occupational Health and Safety Committee meetings
4. Provides Disability Management services, coordinating with employees, benefit providers and medical practitioners

*The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain confidentiality of all information gained while working with the organization.*

**Qualifications:**

**Education:**

- Degree in Human Resources Management
- CPHR an asset

**Specialized Knowledge:**

- Knowledge of legislation on Labour Code, Occupational Health and Safety, Privacy, Human Rights and Employment Law
- Knowledge and experience in human resources, strategic planning, disability management, training and development, employee engagement, performance management and other topics

**Competencies:**

The Senior Human Resources Manager should demonstrate competence in some or all of the following:

- Conflict Resolution - Brings conflict into the open at the earliest opportunity to arrive at constructive solutions while maintaining positive relationships
- Relationship Building - Develops strong, cooperative relationships with internal and external partners, customers, clients and colleagues to build long term relationships that foster collaboration and partnership
- Leadership & Teambuilding - Sets an example and a direction for others by acting as a role model and inspiring a positive attitude toward work, motivating others toward vision and goal achievement. Coaches for employee development and provides purposeful feedback for improved performance
- Strategic Performance - Contributes to the organization's strategic performance by linking long-range vision and mission to the daily work, developing individual and/or group goals, aligning goals with organization objectives and building commitment of staff to this direction
- Innovation - Makes an effort to improve performance or operational activities by trying new things, finding new ways of doing things and looking for improvement
- Analytical Thinking - Observes identifies and organizes information to detect underlying issues. Recognizes patterns to interpret implications, ascertain solutions and make recommendations

**Skills and Abilities:**

- Ability to work independently and build effective interpersonal relationships across the organization and externally to NSTC
- Strong team orientation, maturity, professionalism and customer service attitude.
- Strong communication skills
- Ability to multi-task, prioritize work assignments to balance multiple demands

- Proficiency in the use of computer programs for word processing, databases, spreadsheets, email and the internet to the intermediate level (capable of using a large number of functions and feel confident using the program).
- Ability to use resources, be innovative and use initiative to solve problems.
- Ability to plan and develop and lead training programs
- Ability to be strategic and develop an HR Strategic Plan and Operational Plan
- Demonstrated ability to share knowledge with others
- Strong generalist knowledge, knowledge of federal and provincial legislation and understanding the impact of HR practices in the workplace.

**Experience:**

- 5 plus years of human resources work experience with proven generalist proficiency in Human Resources Management
- Experience building capacity of leadership team and undertaking employee relations activities
- Experience investigation, training and eliminating bullying and harassment
- Experience facilitating training sessions

**Working Conditions:**

- Office environment
- Most services are provided immediately requiring the employee to be aware of sensitivity, confidentiality and urgency of requests while balancing other work commitments.
- Receives limited supervision with less frequent direction and review of the work performed.

**Conditions of Employment:**

- Must be able to obtain and maintain a Criminal Records Check
- Must be able to obtain and maintain a valid BC Driver's Licence

**General Category:**

- Operates as part of a team and is flexible about the boundaries and functions of the job
- Maintains open and professional communications with co-workers, leadership and all others who do business with the Williams Lake Band
- Ensures that all internal and external deadlines are met
- Travels as required in the performance of their job
- Serves on committees as directed by the ED
- Takes responsibility for identifying upgrading of personal skills necessary to perform job duties
- Successfully completes all training courses undertaken as directed by the ED
- Recognizes and respects all cultural diversity and has an understanding of Aboriginal culture

**Position Classification:**

- Salary Grid Level:
- Security Level:

<p><b>I have read the duties and responsibilities assigned to this position and described in this document. I agree to undertake these duties and responsibilities. I understand that this job description will be used as source to evaluate my job performance.</b></p>	<p>Employees Signature: _____ Name:</p>	<p>Date: _____</p>
<p><b>The information contained in this document represents a realistic description of the duties and responsibilities of the described position as of the effective date.</b></p>	<p>Supervisor Signature: _____ Name:</p>	<p>Date: _____</p>