



IDENTIFICATION

Department	Position Title	
Finance	Manager, Human Resource (HR) Operations	
Position Number	Community	Division/Region
15-12922	Yellowknife	Management and Recruitment Services

PURPOSE OF THE POSITION

This position provides senior advice, planning and support to Senior Management, Client Service Managers, and regional HR Managers, primarily in the areas of staffing and staff retention as the Government of the Northwest Territories subject matter expert in these areas. This includes developing and directing the implementation of changes or additions to the GNWT's staffing and staff retention strategies, policies, programs, and guidelines to ensure consistent staffing and staff retention practices within the Government of the Northwest Territories.

This position also promotes quality and consistency in the delivery of MRS services by monitoring service delivery, reporting results, identifying gaps, issues, and solutions, developing resources, and arranging for the delivery of required training. The incumbent must effectively liaise with other Finance units (Benefits, Data Management, Payroll, Labour Relations and Strategic Human Resources) and client departments to achieve the desired outcome.

SCOPE

This position is in Yellowknife, NT, reporting to the Director of Management and Recruitment Services. The incumbent of this position is responsible for supervising the HR Operations team. The incumbent is the Government of the Northwest Territories subject matter expert in the areas of staffing and staff retention. As such, the incumbent will provide advice, training and support for HR Managers and recruiters in Yellowknife and all Regional HR Offices with respect to staffing and the Staff Retention Policy.

The recruitment and retention of qualified staff is a priority of the GNWT. The incumbent of this position will work closely with Strategic HR specialists to identify staffing/recruitment challenges and options to address these challenges and to plan implementation strategies.



A major challenge for this position is to ensure consistency in the quality and level of service and advice provided to clients in departments, agencies, and Boards. The incumbent is responsible for the consistent and timely implementation and interpretation of government-wide staffing and staff retention policies and procedures that ensure consistency in the level of service and quality of advice provided to Managers in client departments.

The Manager HR Operations will facilitate the implementation of the operational stages of eRecruit by ensuring support, advice and guidance is available for staff experiencing problems. On occasion, the Manager, HR Operations, will assume responsibility for a more senior level, challenging competition, both to assist staffing teams with work overloads and to retain currency in staffing processes.

RESPONSIBILITIES

1. Ensure the GNWT has appropriate, strategic, and progressive staffing policies, procedures, and practices in place to promote consistent and professional recruitment service delivery by:

- Researching best practices.
- Liaising with corporate HR Recruitment support staff to identify options to meet identified recruitment needs such as determining strategies to fill "hard to staff vacancies.
- Reviewing and amending staffing policies and processes for approval by Senior Management and communicating approved process changes to recruitment staff.
- Identifying external barriers to timely, accurate staffing processes and working with the Director to eliminate or reduce the impact of these barriers.
- Establishing, monitoring, and reporting on achievement of service standards.
- Identifying gaps in skills and knowledge and options to address these gaps.
- Provide subject matter expertise on recruitment inquiries from HR teams, both in HQ and in the regional offices.
- Responding to eRecruit inquiries and concerns and following up as appropriate.
- Assist staffing teams during periods of work overload by conducting specific, more challenging competitions.
- Ensuring new recruitment staff are provided appropriate training in eRecruit and staffing processes.
- Monitoring staffing appeal results and analyzing final reports to determine trends where HR staff requires clarification and/or training or recommending policy changes as required.
- Taking the lead in incorporating core competencies in the staffing process.
- Providing direction to HR staff about preparing staffing appeal packages.



- 2. Ensure GNWT policies respecting staff retention are consistently and appropriately applied by:**
 - Providing advice to HR Senior Management and HR teams both in HQ and regional offices.
 - Liaising with Strategic Human Resources Program staff to review and amend policies and processes for approval by Senior Management and communicating approved process changes to MRS and regional staff.
 - Identifying gaps in skills and knowledge and options to address these gaps.
 - Responding to staff retention inquiries from HR teams, both in HQ and in the regional offices.
 - Ensuring new staff are provided appropriate training in the Staff Retention Policy and processes.

- 3. Provide proactive and professional support and guidance to HR staff by:**
 - Researching and developing expertise in areas critical to service delivery where no such expertise exists currently within the department.
 - Developing a roster of HR staff with expertise in certain specific HR applications that can be utilized to respond to questions or to assist with training, should it be required.
 - Coordinating the provision of in-service sessions for HR staff.
 - Preparing and maintaining a file of communication announcements for use by HR teams with client departments as required.
 - Review and analyze reports provided for Service Partnership Agreements and identify strategies to address areas of concern.
 - Reviewing Quality Assurance reports and determining appropriate responses.

- 4. Working with HR Client Service Managers to provide strategic and accurate reporting to the Deputy Minister and Senior Management by:**
 - Maintaining monthly reports to support and measure the effectiveness of recruitment initiatives.
 - Providing briefing notes on potential political and sensitive issues.

- 5. Represents MRS concerns and position by:**
 - Sitting on committees, both external and internal to HR, as required.
 - Following up on process concerns with staff in Benefits, Data Management, Payroll and Corporate Human Resources, recommending solutions to those concerns and implementing process change once approved by Senior Management.
 - Drafting MRS responses to proposed changes to the NWTTA and UNW Collective Agreements for Director approval.
 - Assessing the impacts of changes to Collective Agreements and determining required process changes and training.



WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of human resources practices, policies, and legislation.
- Analytical and research skills.
- Leadership, facilitation, and supervisory skills.
- Verbal and written communication skills.
- Ethical standards.
- Ability to use computers and applicable software.
- Sound judgment.
- Ability to work constructively with others to resolve process issues.
- Understanding of the public service environment.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A relevant degree and 5 years of relevant experience, including 4 years as a human resource generalist, 2 years as a recruiter and 1 year of supervisory experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required



- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
- Preferred