



IDENTIFICATION

Department		Position Title	
Finance		Human Resource Operations Advisor	
Position Number	Community	Division/Region	
15-13053	Yellowknife	Management and Recruitment Services	

PURPOSE OF THE POSITION

This position is accountable for researching, creating, and implementing human resources staffing business processes and programing aimed at assisting department, boards and agencies in recruiting and retaining qualified employees for the Government of the Northwest Territories (GNWT) Public service. Additionally, the Human Resource Operations Advisor supports the entire GNWT careers applicant community by providing guidance and hands on training in all areas surrounding the recruitment process.

SCOPE

Reporting to the Manager, Human Resource Operations located in Yellowknife, the Human Resource Operations Advisor plays the lead role in creating, supporting, and monitoring HR business processes, programs and eRecruit as well as overseeing overall staffing and recruiting proficiency across the GNWT.

The incumbent provides expert advice to senior management teams on a broad range of matters related to Human Resource recruitment programs and procedures to ensure quality and efficiency within all staffing stages. The recruitment and retention of qualified, capable northern employees, representative of the population it serves, is a priority of the GNWT; the incumbent creates processes to ensure this priority is met.

The incumbent works directly with applicants in all areas of recruitment which includes but not limited to; mock interviews, resume writing workshops and troubleshooting application issues to ensure all applicants are prepared and have equal opportunity to succeed. Through career support the incumbent aims to decrease barriers for applicants and in turn increase successful hiring and recruitment within the GNWT.



This position prepares, analyzes, and distributes reports to client departments to ensure senior management is prepared and able to respond to urgent department planning and staffing needs. The incumbent is the "go to person" for training and guidance to HR staff regarding staffing processes as well as problem-solving support for eRecruit systems issues. This position works directly with Financial and Employee Shared Services Staff to identify issues and implement improved processes.

RESPONSIBILITIES

1. Leading the development of Human Resources staffing business processes to ensure effective and efficient delivery by Management and Recruitment Services (MRS).

- Designs, develops, and updates processes, procedure manuals and tools, in a uniform manner across client services including developing materials and utilizing technology (if applicable).
- Advises and educates senior management and staff on procedure documentation, design, and development.
- Assesses proposed changes to programs in terms of the impact on process and ensures any such changes are communicated and implemented effectively.
- Conducting analysis of staffing trends measured through eRecruit reporting.
- Meeting regularly with MRS/HRCS staff to understand process issues between Financial and Employee Shared Services (FESS) and MRS/HRCS.
- Assesses issues and proposes changes to programs and procedures to improve the efficiency of staffing processes.
- Design program monitoring, reporting and evaluation techniques, including methodologies for data collection to monitor the implementation of staffing business processes.
- Provides alternative solutions and recommendations to complex staffing problems and issues with the Systems Team to determine a satisfactory approach and recommendation for senior management approval.

2. Responsible for supporting applicants and increasing awareness and understanding of the GNWT recruitment process by:

- Meeting with applicants and discussing the GNWT staffing process.
- Provide applicants with expert advice and feedback on the application process, interviews expectations and STAR interview technique.
- Creating and distributing resources for applicants to increase their understanding of GNWT staffing processes.
- Identifying applicant issues (recent issues include eRecruit errors, Careers website password confusion, unfamiliar with interview style) and creating new processes and resources to simplify the application process for applicants to increase applicant satisfaction.



- Provide resume review, feedback, and mock interviews to applicants.
 - Working directly aside HRIS systems to research and find suitable solutions to applicant issues through helpdesk tickets.
- 3. Provide strategic advice and oversee the GNWT staff retention policy to ensure it is consistently and appropriately applied.**
- Providing expert advice to Yellowknife and regional HR office.
 - 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/HRCS.
 - Identifying gaps in skills and knowledge of affected employees and putting together options to address these gaps where applicable.
 - Responding to staff retention inquiries from HRCS teams, both in HQ and in the regional HR offices.
 - Ensuring new HR staff are provided appropriate training in the Staff Retention Policy and processes.
 - Maintaining the Staff Retention priority listing to track statistics and report on staff retention across the GNWT.
- 4. Monitoring and supporting eRecruit staffing capability by:**
- Developing and maintaining knowledge of and familiarity with the eRecruit program and processes as a subject matter expert.
 - Responding to inquiries from recruitment staff that are experiencing problems with eRecruit.
 - Providing on-site short-term training sessions and supplementing training materials as required.
 - Identifying systems issues and providing solutions to the attention of the Manager, HR Operations.
- 5. Ensure MRS teams are meeting report and information need by:**
- Running staffing reports for Manager of HR Operations and Client Service Managers.
 - Providing and compiling value-added analysis and synopsis, as required.
 - Assisting HR Managers with other reporting needs and analysis for grievances, annual reports, and workforce planning.
 - Anticipating when additional information is required and working alongside Strategic HR's Business Performance Unit to fulfill additional needs.

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

- Ability to develop and implement staffing business process projects.
- Understanding of process improvement, measurement methodologies and project management methodologies.
- Client service orientation.
- Ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees.
- Knowledge of and extensive skills in the use of various computer programs that could be applied to eRecruit and HRIS.
- Knowledge of policy and procedures applicable to the recruitment process.
- Time management and organization skills.
- Analytical and problem-solving abilities.
- Understanding of large organizational structures, environment, culture, and business strategies.
- Ability to recognize and/or anticipate concerns or problems that will affect the GNWT's ability to attract employees.
- Ability to work effectively in a fast-paced environment with many shifting priorities.
- Self-motivation and self-direction.
- Ability to identify, engage and communicate with subject matter experts, key influencers, and stakeholders.
- Ability to serve the public in a diplomatic manner to ensure applicants are given feedback in a positive way that negates frustration and dissention.
- 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 degree in a relevant field with 3 years of experience in Human Resources.



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