



IDENTIFICATION

Department	Position Title	
Finance	Senior Human Resource Business Analyst	
Position Number	Community	Division/Region
15-3822	Yellowknife	Strategic Human Resources

PURPOSE OF THE POSITION

The Senior Human Resource (HR) Business Analyst is the lead driver of continuous improvement for the Department of Finance (Finance) processes assisting in the efforts to ensure that Finance is providing continuously improving and quality human resource services.

SCOPE

The Business Performance Unit is responsible for supporting Finance and clients in making informed human resource business decisions through the strategic and effective delivery of human resource performance reporting, measures, analysis and strategies to improve these measures. This challenge is complicated further as Finance supports clients in a geographically diverse environment with complex terms and conditions of employment contained in a number of contracts and agreements.

It is critical that there is consistency in the Department of Finance's business performance reporting, measurement and improvement approaches. The incumbent must have a broad understanding of the various human resource functions and the ability to assist in the ongoing measurement, monitoring and assessment of those functions.

As human resource practices evolve and change, there is a strong need to continue to review processes to support effective service delivery to clients and stakeholders. In addition to process reviews, changes in the delivery of human resource services result from a number of factors such as changes to terms and conditions of employment and changes to the Human Resource Information System (HRIS). The impact of these changes, wherever they result from, on existing business processes needs to be analyzed and changes to the new current processes developed and delivered to clients/stakeholders.



Reporting to the Manager, Business Performance, this position will work closely with the other members of the Business Performance unit and with all divisions within Finance to measure and support the improvement of the delivery of human resource services across Government. This position will lead the review of human resources processes including the cataloguing, assessing and review of all human resource services provided by Finance. In leading this initiative, this position will help ensure Department of Finance business processes improve over time with an aim to provide the best quality human resource services possible.

The Business Performance Unit is also responsible to provide project management leadership for the Department of Finance. Along with the listed scope above, this position will also be the Project Manager on projects on behalf of the business performance unit and the Department of Finance.

RESPONSIBILITIES

1. Supports the continuous improvement of a human resource service delivery model that is efficient and responsive to the needs of our clients through the development, and ongoing implementation and measurement of a Continuous Improvement Framework.

- Lead the development, implementation and management of a framework for continuous improvement within Finance that integrates with the department's business performance and measurement strategies, methods, standards and systems. The Continuous Improvement Framework shall include components such as a Finance Human Resource Services Catalogue, Process Assessment tools, and Process Review Methodology.
- Leads the development of the key performance indicators, data quality assurance measures, compliance assessment and evaluation for all divisional operations, business delivery and development/ enhancement initiatives.
- Assists in the communication and promotion of the Continuous Improvement Framework across the department and - as an expert resource - support like initiatives in other departments.
- Provides regular reports regarding continuous improvement aligned with Finance's business performance and measurement strategies, methods and standards.
- Maintain up-to-date on trends and approaches in human resource management, assessment, metrics, outcomes-based data and reporting, and incorporate this knowledge in providing recommendations to review and revise existing business processes.
- Monitors trends in continuous improvement, metrics and reporting in other jurisdictions (internationally) and public sectors across Canada (Federal, Territorial and Provincial) in order to identify practices.



- Provides on-going support to various business units within the Strategic Human Resource department and across other departments, boards and agencies to deliver data quality.
- Collects, compiles, analyzes and reports on data to measure HR services and meet HR Workforce reporting requirements.
- Creates a Data Situation Analysis to confirm an understanding of client requests.
- Manages the end-to-end data process to create value for the customers.
- Researches how existing data compares to territorial and national demographics for HR data.
- Gathers and analyzes data from diverse sources, identifying the correlations between the different sources and creating actionable insights.
- Collects data from a variety of sources and using a diverse selection of methods including interviews, surveys and site visits.
- Takes data and draws conclusions, doing additional research to improve how data is managed through the business performance unit.
- Creates a detailed analysis and report of data to leaders to help them evaluate performance and sustain progress.
- Researches, analyzes, summarizes and reports human resource data and employee demographics to support the improvement of effective human resource business performance.

2. Leads Process Definition and Assessment activities including project management (both), using continuous improvement process analytics, determining maturity and determining associated risk for each Finance process.

- Facilitates discussion with divisions and subject matter experts to develop Finance Human Resource Process Catalogue and Process Profiles for all Department of Finance Processes.
- Provides input into the development of key performance indicators, data quality assurance measures, compliance assessment and evaluation for all Finance Business processes and improvement initiatives.
- Leads, develops and implements mechanisms to monitor, track and report on process performance.
- Facilitates discussion with divisions and subject matter experts to attain all maturity and risk measures.
- Reviews and analyzes metrics for process(es) to confirm appropriate review approach(es) and analyze current and predicted state(s).

3. Works with Finance divisions to review and optimize Finance business processes in support of continuous business improvement.

- Reviews, analyzes and creates detailed documentation of business systems and user needs, including workflow, program functions and steps required to develop or modify



business processes.

- Coordinates and facilitates review committees and working groups that include relevant Finance staff and other stakeholders through focus groups or workshop settings.
- Determines the depth and scope of review approach, including the research required, data sources and methodology necessary to produce information that will clearly identify the issue(s) and potential resolution(s).
- As related to process reviews, provides options for changes, additions to policies and programs and makes recommendations on the most efficient and effective options in meeting the GNWT's long and short-term human resource objectives for the public service.
- Develops and delivers analysis and recommendation reports.
- Monitors effectiveness of new processes and procedures and solicits feedback from relevant stakeholders.

4. Supports the implementation of human resource business process improvement recommendations.

- Works with Finance divisions to develop plans to implement findings by engaging in the step-by-step activities to move from the current process to the new process, within and across units as applicable.
- Develops a process gap analysis and facilitates workshops or other activities to identify resolutions for gaps.
- Engages in the development and implementation of action plans.
- Provides information and engages subject matter experts with the Training and Procedures Officer in order to ensure appropriate procedure documents and training are developed to support new processes.

5. Provides project management/leadership and support through planning, implementing, monitoring and evaluating for strategic Finance initiatives that involve a business performance or measurement focus or other initiatives as they arise.

- Collaborate with colleagues to plan, execute, monitor and evaluate Finance strategic projects as requested.
- Conduct research, identify and compile data to inform project planning.
- Collaborate with project sponsors and stakeholder to set project parameters and complete project documentation.
- Use project management techniques to ensure each project initiative is successful.
- Prepare and provide regular reports on the status of projects including project milestones, budget, and scope.
- Develop and implement evaluation strategies using both quantitative and qualitative methodology.



- Share findings as appropriate in order to use information to make improvements and inform ongoing planning and programming.
- 6. Participate in BPU programs and services with an overall, high-level strategic approach that promotes efficiency and consistency.**
- Supports other BPU projects to better leverage continuous improvement methodology.
 - Collaborates to create Standard Operating Procedures (SOPs) for BPU services relevant to position.
 - Carries out the administration of records management for BPU while adhering to records management protocol.
 - Helps develop and implement communication strategies and tools for all BPU services.
 - Identifies key audiences, communication strategies and tools for all BPU services.
 - Develops key messages for planned communications events and ad hoc communications.
 - Build strong collaborative relationships with colleagues across Finance and GNWT and other stakeholders to successfully fulfill obligations of position.
 - Undertakes a peer review of documents before they are forwarded by the Business Performance Unit.

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

- Intermediate knowledge of Microsoft programs including Excel Visio, Word, PowerPoint, and MS Access.
- Intermediate knowledge of analytical software such as ACL Analytics, SPSS, 4D, PowerBI, etc.
- Knowledge of computerized human resource information systems.
- Possess thorough understanding of business analysis techniques and tools.



- Thorough understanding of process improvement and measurement methodologies.
- Knowledge of project management methodologies.
- Ability to listen and respond to a variety of client situations.
- Ability to effectively communicate, both verbally and in writing, with senior management, technical staff, and other employees within and outside government
- Ability to prioritize work.
- Ability to supervise others effectively.
- General knowledge of government Acts, Regulations, and Policies.
- Knowledge and understanding of human resource services within a unionized, public service context.
- General understanding of government organization, environment, culture, and business strategies.
- Ability to understand the business implications of decisions and the ability to strive to improve organizational performance.
- Ability to assess and develop long-term strategies, perspectives or vision.
- Proven willingness to assess one's level of development, expertise that could impact the organization.
- Ability to draw on one's own experience, knowledge and training to effectively problem-solve increasingly difficult and complex situations.
- Strong use of analytical skills and creative techniques to break apart complex problems into component problems or issues.
- Ability to analyze problems systemically, organize information, identify key factors, identify underlying causes, and generate solutions.
- Ability to work co-operatively within diverse and complex teams, work groups and across the organization to achieve group and organizational skills.
- Possess the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- 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 university degree in social sciences or related field with 3 years of work experience in analyzing data and preparing reports, preferably in the area of human resource metrics.

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