



IDENTIFICATION

Department	Position Title	
Finance	Human Resource Client Service Manager	
Position Number	Community	Division/Region
15-4371	Yellowknife	Management and Recruitment Services

PURPOSE OF THE POSITION

The Human Resource (HR) Client Service Manager provides senior advice, strategic analysis, planning and support services to Deputy Ministers and department board or agency senior management in the areas of strategic human resource management, recruitment, human resource planning, performance management, employee recognition, and employee development. The position also ensures the effective delivery of human resource transactional services to support the recruitment and retention of a qualified and capable public service in the Yellowknife service area as outlined in established GNWT Acts, regulations, guidelines, policies, procedures, service agreements and applicable Collective Agreements.

SCOPE

Reporting to the Director, Management and Recruitment Services, this position work with Deputy Heads and senior management teams to determine the long-term strategic implications and needs related to human resource management. This position engages Deputy Ministers and senior management with proper planning for and investment in human resources as a vital part of business practices and initiatives. Recruitment and development of staff often takes a significant investment of time and/or financial resources. Senior Managers will require creative solutions and tools for effective human resource management. The incumbent will need to provide advice and data that will help senior managers to invest in staff.

In order to facilitate effective planning and analysis, the incumbent must be familiar with the human resource needs of their assigned departments, boards, or agencies, both today and into the future. The incumbent must work with all departmental managers to understand their business processes and the associated human resource requirements. Development and application of Departmental Human Resource Plans are an essential component to the client service delivery. The HR Client Service Manager provides strategic advice to the Deputy



Minister on many critical human resource issues and initiatives. As well, the position assists in developing positions and approaches that reflect a very high level of political, financial and social sensitivity and responsiveness. The position develops briefing material, support documentation, and program/policy issue summaries for use by the Deputy Ministers of their assigned departments. These positions are Headquarters based and as a result are the direct link to Deputy Heads. Regional issues will often flow through the Headquarters HR Client Service Manager to create one point of contact for their Deputy Heads.

This position ensures consistency in the level of service and quality of advice provided to clients while at the same time offering creative and flexible alternatives to recruitment and retention challenges. The incumbent must also work closely with colleagues in all of the service centres to ensure a government-wide consistent approach.

The incumbent must ensure that services meet the general service standards established across government as well as unique service standards established to meet unusual situations in a given department, board or agency which require an alternative standard. These standards may be captured in service agreements approved by Finance and each department/board.

As representatives from the Department of Finance, the HR Client Service Manager will be part of several interdepartmental subcommittees and interacts with other governmental agencies and community organizations.

The incumbent manages a team of Human Resource professionals which may include a Senior Human Resource Officer(s), Human Resource Officer(s), Junior Human Resource Officer(s) and a Human Resource Assistant. This team of professionals will be responsible for the provision of human resource services in the areas of human resource planning, recruitment, employee orientation, job description development, performance planning, employee recognition and labour relations.

RESPONSIBILITIES

1. Provides strategic analysis, human resource management advice and human resource planning support to the Deputy Minister and to department/board senior management.

- Provide strategic advice to the Deputy Minister on major current, new and emerging human resource programs, operations and issues and develop critical positions and approaches.
- Gather critical information in order to provide expert advice and consultative services on all human resources issues related to departmental programs and conducting research in support of policy, planning and management initiatives.



- Managing tasks and projects to improve services; and where necessary participating on project teams, working groups and interdepartmental committees as a representative of the Department of Finance.
 - Attends departmental Senior Management meetings
 - Responding to requests for information from the Deputy Minister and prepares briefing notes and ministerial responses as required by departmental Deputy Ministers and supervisors
 - Provides advice and recommendations on the appropriate human resource strategies necessary to support the business goals and initiatives of the department/board.
 - Provides information and analysis that contributes to the strategic management of human resources within the department/board.
 - Provides advice and recommendations with the preparation and sustainability of departmental human resource plans.
 - Provides advice and recommendations on the development and implementation of human resource and/or succession planning on a section/ division basis.
 - Provides advice and recommendations to effectively develop and implement initiatives that support the overall GNWT direction on affirmative action/employment equity.
 - Provides advice and recommendations to Deputy Ministers and senior management to ensure the organizational design supports effective program delivery.
 - Liaise and coordinate with other Divisions and work units within Finance to achieve client needs (i.e.: payroll, benefits, labour relations, learning and development, health and wellness, etc.)
 - Analyzes reviews and provides advice to Deputy Heads on regional issues.
- 2. Provides strategic advice and analysis to Deputy Ministers, Senior Managers and Managers in the development and implementation of departmental recruitment plans and activities.**
- Assists the Deputy Minister and Senior Managers in the development and implementation of departmental/organizational recruitment strategies.
 - Assists the Deputy Minister, Senior Managers and Managers in determining departmental recruitment options.
 - Coordinates and communicates departmental objectives to department of Finance staff.



- Communicates with Senior Human Resource Officer, Human Resource Officer or Junior Human Resource Officer to plan and develop recruitment and selection tools and activities.
- Chairs and facilitates senior level selection committee activities, including screening and interviews.
- Ensures entire recruitment and selection process is consistent with policy, legislation, and best practices.
- Provides expert advice and training to members of the recruitment selection committees.
- Provides advice and guidance related to the summer student and northern graduate programs.
- Performs departmental presentations advising prospective and current employees on the benefits of the GNWT.
- Prepares employment contracts as required.

3. Assists Deputy Ministers, Senior Managers and Managers in promoting healthy labour/management relations

- Provide expert management level advice and guidance to promote healthy labour/management relations.
- Provides advice and recommendations on interpretation of statutes, collective agreements and other employment contracts, and labour/employee relations policies and practices.
- Provides expert level advice, recommendations and support in resolving labour relations issues, including arbitrations, terminations, accommodations etc.
- Provides expert advice on the application and interpretation of the Public Service Act and Regulations.
- Recommends and defends courses of action to senior managers that may be contrary to traditional department/board approaches.
- Provides advice on the application of the Code of Conduct, reviews and provides advice to clients on outside employment.
- Provides advice and reviews requests for exclusions from the bargaining unit pursuant to the Public Service Act.
- Researches and maintains expertise in the area of employment and labour law



- Ensures the preparation of documentation including recommendation letters to deputy heads, medical prognosis, written reprimands in dealing with labour relations matters.
- Coordinates and participates in workplace investigations
- Coordinates and works closely with the Labour Relations division to ensure accurate and timely advice.
- Provides direct training, support and mentorship to Senior Human Resource Officer and Human Resource Officer.

4. Provides advice and support services for effective performance planning and review in assigned departments/boards.

- Provides advice and support on the development and implementation of performance planning and review practices to ensure regular feedback between employees and their supervisors and ensures a formal documentation of that on-going feedback occurs throughout the year.
- Assists managers in implementing effective performance planning practices with all employees.
- Provides training and tools for managers and employees to ensure effective use of performance planning and ensures a planning and development process is in place that benefits both the employer and employee.
- Ensures on-going compilation of performance review results to help guide departmental planning on employee development and retention.
- Where requested by a manager, provide advice on options for managing and encouraging positive performance.

5. Provides advice and support services for employee development in assigned departments/boards.

- Provides advice and counsel to help management teams set priorities for training and development.
- Assists senior management teams with the preparation of employee development plans and programs to address department/board needs.
- Assists managers in preparing competency-based approaches to employee development.
- Identifies options and opportunities for developmental activities for individuals and department/board wide.



- Assists with the preparation of individual development plans for all employees.
 - Ensures coordination of staff training and development opportunities.
 - Works with the Corporate Human Resource Division on needs identification and provision of appropriate staff training.
6. **Provides advice and support services for effective employee recognition in assigned departments /boards.**
- Assists managers in developing and implementing effective department/board-wide employee recognition programs.
 - Provides tools and advice for managers in developing effective recognition skills
7. **Provides supervision, advice, development and support to their team of HR Practitioners.**
8. **Provides strategic advice and administers the GNWT Staff Retention Policy by coordinating the retention, retraining and development of existing staff as required to provide job security, career development and maintain a skilled, stable and competent public service.**
- Provides departments with guidance on the Staff Retention Policy and processes.
 - Facilitates the notification of affected employees, including preparation of documentation and coordination of individual meetings with staff.
 - Provides expert advice during layoff notification of affected employees and information on options.
 - Administers layoffs and termination agreements.
 - Consults with terminating employees on options.
9. **Ensures the provision of expert organization design advice and expert advice and support in the development of new and updating job descriptions for all positions.**
- Provides advice and recommendations to Deputy Minister and Senior Management for effective organizational design.
 - Provides advice, recommends and may coordinate regular updates of departmental job descriptions.



- Assists departmental senior managers and managers with writing job descriptions.
- Reviews departmental job descriptions and provides advice and recommendations prior to Job Evaluation submission.

10. Ensures the provision of Department of Finance communications are maintained both internally and externally

- Provides expert advice on behalf of the client department in the development of Department of Finance human resource policies and procedures.
- Ensures the delivery of human resources information to client and stakeholders through presentations.
- Represents the Department or Division on GNWT committees or subcommittees.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual demands

Sensory Demands

No unusual demands

Mental Demands

Unpleasant direct personal contacts or concern about unpleasant situations are possible during regrets on recruitment activity, labour relations support situations or during exit interviews. This occurs 20 times per month, ranging from 10 minutes to 2-3 hours.

KNOWLEDGE, SKILLS AND ABILITIES

- Client service orientation.
- Ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees.
- Human relation skills consistent with the need to supervise some employees and to provide effective human management of those employees.
- Organizational and time management skills.
- Knowledge of Acts, Regulations, and procedures applicable to human resource management.



- Analytical and research skills.
- Knowledge and understanding of human resource services within a unionized, public service context.
- Negotiation skills to resolve conflicts in a manner which best serves both the GNWT and the employee.
- Understanding of the GNWT's organization, environment, culture, and business strategies with the ability to understand, recognize and/or anticipate concerns or problems that will ultimately affect the GNWT's ability to attract, retain and motivate employees.
- 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 Bachelors degree coupled with 5 years of experience in a relevant field, including 3 years as a human resource generalist 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