

Position Title

Director, Human Resources

Department

Human Resources

Reports toSenior Vice President,
Human Resources**Number of Direct Reports**

N/A

POSITION DESCRIPTION**General Accountability**

Provide senior level, high quality HR generalist consulting to enable the Toronto 2015 Pan Am/Parapan Games Organizing Committee to optimize the potential of its human capital and workforce. Provide value added, cost effective solutions in support of business units' people strategies and tactical plans, and specific interventions. Act as coach, counselor and mentor for staff and management as appropriate in specific situations.

Participate in the ongoing development and implementation of a comprehensive HR and Workforce infrastructure for the Organizing Committee, which shapes, supports and reinforces corporate culture goals and strategies.

Key Job Responsibilities**1. Consulting:**

- Participate in team meetings with business units as appropriate, and provide HR related input to support & add value to the successful execution of their business plans. Identify and address people related implications/issues of business plans and evolving business needs.
- Provide informed coaching, counselling and consultative advice to management and staff on all HR issues (performance management, personal issues, employee relations, organizational development, etc.) balancing both strategic plans and tactical focus.
- Conduct presentations and facilitate the successful roll out and integration of new HR/Workforce initiatives, and enhancement of existing programmes.

2. Compensation / Benefits /Rewards and Recognition Programmes

- Assist in the development and successful implementation of new compensation programmes, and the ongoing evaluation and evolution of existing ones.
- Drive the annual compensation cycle including researching market place trends, developing internal strategy, managing all aspects of the review process.
- Review routine salary administration with managers and make recommendations for adjustments based on prevailing trends, while maintaining internal equity.
- Participate in salary surveying within industry and with consultants, and through formal and informal networks to maintain accurate, current compensation market data.
- Interpret benefits policies and counsel on issues, liaising with carriers and brokers; undertake interventions as required.

- Make recommendations, and assist in the development and implementation of new programmes and services, including regular reviews of existing services and/or programmes and providers.
- Develop and manage relevant reward and recognition programmes that support and drive Toronto 2015's culture and values.

3. Recruiting / Orientation:

- Coordinate and manage recruiting process up to and including director level, including:
 - Manage recruiter liaison and relationships, negotiate contracts and rates, review performance on an annual basis; determine, with manager, appropriate source and means for identification of candidates; arrange for posting of jobs to reach broadest possible pool of candidates and reach out to diverse communities; selectively participate in interview & selection processes either by telephone or in person as appropriate; conduct reference checks; development and presentation of offers/employment contracts or service contracts for full-time/part-time/contractors.
 - Manage and deliver presentation portion of new employee orientations.
 - Develop and manage all facets of variable/alternate resourcing including co-op, internship and secondment programmes for the Games.
 - Coordinate and manage relocations, including all facets of physical move, resettlement concerns.

4. Performance Management

- Provide ongoing counsel to staff and management as appropriate for all types of performance management concerns/issues/interventions, drawing on support from external legal or professional experts as required.
- Drive the annual performance management cycle to coincide with the annual compensation cycle. Plan and manage the overall performance review process for Toronto 2015, and intercede in specific situations as required. Lead/facilitate the annual ranking and management evaluation session for functional teams.
- In case of resignations, coordinate and conduct exit interviews to identify issues, taking follow up actions as may be appropriate.
- In planning for terminations, counsel managers on procedures to follow including preparing documentation and termination letters/agreements; counsel employee and manager before and during termination meetings; counsel employee on settlements, negotiating with legal counsel as required.

5. Learning & Development/Succession Planning:

- Develop and maintain current succession plans for senior level positions and key roles within the Toronto 2015 organization.
- Develop competency models and skills assessment to form the foundation of a Toronto 2015 wide Learning and Development plan, encompassing relevant training/development programmes.
- Facilitate the Learning Steering Committee to identify relevant courses and programmes that address requirements of the organization and common individuals needs. Determine the organization's annual priorities for training and development programmes in light of the L & D plan and individually identified training requirements.
- Research and source appropriate learning programmes to meet evolving organizational needs, and identify courses suited to various skill levels.

6. Employee Relations

- Develop and manage strategic/tactical plans for regular surveying of employees on relevant workplace issues, to evolve appropriate programmes and services that

promote the organizational culture and values of Accountability, Purpose, Collaboration, Results and Joy.

- Balance role as employee advocate/ombudsperson with supporting management direction.
- Interpret employment law requirements and statutes from business perspective, ensuring that the company maintains an exemplary and balanced perspective in its treatment of staff, and that all employees feel safe, respected and appreciated for their roles in delivering the Games.
- Keep finger on pulse of organization and identify and manage potential issues. Make effective decisions and undertake interventions as required.
- Oversee the Employee Assistance Programme and evaluate ongoing effectiveness of the offerings. Review and make changes to the programme as needed to keep it relevant and responsive to employee needs.
- Ensure that the organization enshrines a policy of diversity and that inclusion it becomes a natural component of our culture
- Manage Toronto2015's Workplace Health & Safety programme and ensures firm's compliance.

7. Internal Communications

- Plan and manage the annual employee retreat for the organisation in conjunction with the SVP, Human Resources and Workforce, external facilitators, and executive team.
- Provide regular stream of relevant employee communication and programmes that address organizational priorities and employee concerns, including monthly executive emails, Town Halls.

8. Human Resources Reporting

- Develop and provide relevant reports to the Board of Directors and management on a host of critical indicators and trends- turnover, recruitment statistics, succession planning, ROI on learning and development programmes/initiatives.
- Develop and provide other information or statistics as needed, and in compliance with any legislative requirements.
- Develop and oversee maintenance of comprehensive Human Resources database and intranet portal and content that will provide full range of employee and management information to support employee self-service.
- Ensure that appropriate HR files and records are kept, and that Privacy laws are observed.

Internal Contacts

- All levels of staff and management within Toronto 2015

External Contacts

- HR professionals, consultants, accountants, lawyers, government agencies and departments, the education sector, industry associations, insurance carriers, brokers, suppliers and vendors
- Public

Educational/Technical Requirements

- Undergraduate degree in related discipline
- Knowledgeable in employment law
- Min. 5 yrs HR experience at senior consultant level and/or training or 5+ yrs. management experience
- Professional, dedicated & ethical
- Prior recruiting and/or training experience

Personal Requirements

- Able to move with ease between, and constantly juggle, strategic perspective / tactical focus
- Strong client service orientation
- Superior interpersonal & communication skills
- Proven analytical skills combined with common sense- ability to interpret trends and jurisprudence and adapt solutions for Toronto 2015
- Adaptable and flexible approach; able to deal sensitively with tough issues and drive balanced outcomes
- Strong initiative, self starter, influential; facilitator and driver of change
- Genuine interest in, and empathy with people
- Well developed counseling skills- excellent listening and coaching skills
- Diplomatic and discrete
- Good sense of humor and strong team player
- Excellent negotiation and selling skills
- Excellent facilitator
- Strong ability to network- internally & externally