Management Excluded Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>991706, 992245</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Faculty Relations Consultant</td>
</tr>
<tr>
<td>Department</td>
<td>VPAC, Faculty Relations and Academic Administration</td>
</tr>
<tr>
<td>Reports to (title)</td>
<td>Director, Faculty Relations</td>
</tr>
<tr>
<td>Classification Level</td>
<td>ME 9</td>
</tr>
<tr>
<td>Current Incumbent</td>
<td></td>
</tr>
<tr>
<td>Date (last revised)</td>
<td>September 2017</td>
</tr>
</tbody>
</table>

2. Department Summary – Provide a brief description of the mandate of the department.

The Office of Faculty Relations and Academic Administration (FRAA) is a resource committed to supporting the University’s mission by:

- facilitating a healthy work environment by building a collegial and inclusive community with and among faculty, librarians, the Faculty Association and university administration
- supporting academic leaders to achieve their objectives by providing timely, high-quality support and advice and professional development opportunities which reflect the priorities and values of the institution
- enabling administrative effectiveness through the development and administration of clear policy, efficient processes and accurate data management.

Our work is guided by:

- a principled approach which is reasoned, respectful, fair, equitable, and without discrimination
- professionalism, which includes maintaining competence and taking accountability
- continuous improvement to ensure the service we provide is high-quality, efficient, and responsive to the needs of those we serve
- a recognition of the importance of strong communications and clarity of purpose
- a commitment to collaborative, cooperative and supportive teamwork
3. Position Summary – Provide a brief summary of the position in relation to the work unit/department. Describe the mandate or core purpose of the role. Outline roles, functions and areas of focus. Please attach the reporting structure for the role.

| Mandate or core purpose of role | The Faculty Relations Consultant (FRC) supports UVic and FRAA’s missions by providing expert, informed advice to academic and administrative leaders within the Faculties on matters relating to the employment of faculty and librarians. Using highly evolved problem-solving skills, conflict management, negotiation and superior communication skills, the FRC facilitates the resolution of labour and employment issues with employees, leaders and the Faculty Association and manages related risk. Utilizing appropriate learning design and delivery pedagogy, the FRC collaborates with leaders and partners to provide programs and tools that enhance leadership and administrative skill. The FRC reviews/approves faculty actions and ensures efficient and effective business process in supporting the administration of, and compliance with, collective agreements and policy. |
| Summary of roles, functions and areas of focus | Outcomes for the role include:  
- the achievement of strategic and operational goals arising from sound human resources advice, conflict resolution and effective negotiation, implementation and compliance management of collective agreements, policy, letters of understanding and waivers.  
- reductions in legal, operational and financial risk for the institution in relation to employment of faculty, librarians and academic administrators  
- a positive labour relationship with the Faculty Association where issues are dealt with proactively and productively  
- enhanced knowledge and skill of academic leaders and administrators relating to leadership, human resources management and university business process  
- efficient and effective facilitation of business process relating to faculty employment actions |

4. Key Responsibilities and Expectations – Identify 3 to 5 key responsibilities and describe up to 4 expectations for each responsibility. The Expectations should describe what the position is striving to achieve rather than detailed tasks.

<table>
<thead>
<tr>
<th>Key Responsibility</th>
<th>Expectation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Support – This includes Consulting, Coaching, Facilitation, Employee/Labour Relations Advice, and Case</td>
<td>• Develops a close working relationship as a strategic ‘business partner’ with academic and administrative leaders within the Faculties to identify needs, challenges, and opportunities,</td>
</tr>
</tbody>
</table>
### Management Excluded Job Description

<table>
<thead>
<tr>
<th>Management on all matters relating to clients’ people practices.</th>
<th>and to provide advice, guidance, coaching, facilitation, and training that supports strategic and operational objectives. (e.g. effective communication, conflict resolution, team-building, performance coaching/improvement, attendance management, and organizational design)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Works directly with academic and administrative leaders within the Faculties to provide contract interpretation and employee/labour relations advice based on past practice, collective agreement requirements, University policy and procedure, legal obligations, and relevant case law in order to maintain and promote effective employer/employee relationshipsManages complex cases from identification of issue to resolution, involving diagnosing the underlying issue and providing advice to leaders on how to appropriately and legally address the specific situation as well as any of the symptoms and the impact on co-workers in the unit.</td>
<td></td>
</tr>
</tbody>
</table>

### Union/Management Relations –

<table>
<thead>
<tr>
<th>• Works with the faculty/librarian union stewards, representatives and executive to discuss issues, facilitate resolution and maintain harmonious relationships, while preserving management rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Meets with faculty/librarian union representatives to discuss both conventional and creative ways to solve problems, considering past practices, best practices, and the mutual interests of the stakeholders</td>
</tr>
<tr>
<td>• Manages the preparation and conduct of grievances and arbitrations to resolve labour management issues, in consultation with the AVP, Faculty Relations and Academic Administration</td>
</tr>
<tr>
<td>• Participates in faculty/librarian collective bargaining including providing input and conducting research towards preparation of bargaining proposals</td>
</tr>
<tr>
<td>• Participates on faculty/librarian collective bargaining committees which includes scribing to accurately capture negotiation</td>
</tr>
</tbody>
</table>
Management Excluded Job Description

| Implementation of HR Best Practices | • works with Faculties to assist with development and implementation of best practices and processes related to faculty (e.g. Recruitment, Tenure and Promotion, Evaluation, Discipline, Accomodation and Return to Work) to support academic leaders in achieving their strategic priorities.
• provides input into and helps develop Policies and Procedures to support best practices
• leads projects on best practices as identified and approved
• Engages in development and administration of processes which enable data management and mitigate institutional risk
• may act as change agent along with leaders to implement technological and/or organizational change that meets the strategic needs of the organization
• advises and collaborates with university partners regarding issues and developments in organizational development, classification, compensation, recruitment, human resources information systems and employee records.

Organization Development and Learning | • works directly with academic and administrative leaders within the Faculties to identify training needs and provide advice on appropriate options to support their leadership roles as well as the roles of their direct reports
• facilitates and delivers content in formal and informal courses, workshops, and sessions
• monitors and evaluates effectiveness of programs and suggests improvements and alternatives, where necessary
• provides input into the creation of new training and development offerings as required

• participates on joint committees to create strategies and programs that address the needs of the workforce
Management Excluded Job Description

- Consults with academic and administrative leaders within the Faculties using a consulting model that includes: contracting, exploring issues and options, providing feedback, and supporting the implementation of department strategic and operational plans and change strategies that incorporate HR “best practices”
- Provides facilitation services for workplace improvement as required and appropriate
- Coaches academic leaders to address communication issues and conflicts among team members

FR Team Development and Service
- works together with other FR team members to build an effective and productive team that provides quality and timely service based on the University Strategic Plan, and the FRAA mission, values and goals. This includes: clarifying department goals, roles, developing internal procedures, and building/maintaining positive relationships within our FR team
- works with FR and HR team members, and other university partners, to ensure consistency in approaches and resolution of issues across the University

5. Other Factors
This section helps pull out the primary compensable factors for the job – those things that identify the intrinsic value of the work.

**Decision Making** – *describe the type and complexity of decisions made by this role and what kind of support is available in the form of supervisory coaching, existing procedures and precedents or other resources.*

Independent decisions will include:
- decisions on support/advice given within the incumbent’s area of expertise, guided by sound judgment and informed by competent and current professional knowledge and experience including, but not limited to, interpretations of collective agreement, policy or law (legislative and caselaw). These decisions affect those involved in the situation, but also create precedents impacting the entire university.
Management Excluded Job Description

- Decisions related to management of grievances including those related to the preparation for arbitration (exception: settlements must be approved by AVP, FRAA). These decisions affect those involved in the arbitration, but also create precedents impacting the entire university and the sector nationally.

- Decisions on development and delivery of leader/administrator learning forums, as assigned. Impacts learning of participants and reputation of FRAA.

- Decisions related to approval or non-approval of audited faculty actions. Impacts at Department and Faculty levels primarily.

- Decisions related to collective bargaining strategy when tasked with leading a component of bargaining. Impacts at all levels of the University.

Decisions made with others include:

- Decisions on grievance/arbitration settlement and strategic decisions at arbitration (in consultation with Director and AVPFRAA)

- Decisions on collective agreement or legal interpretations where complex or unknown (in consultation with Director and AVPFRAA)

- Decisions which have academic implications or implications for policy or budget at the institutional level (in consultation with the Director and AVPFRAA and other VPAC Executive)

- Decisions which require waiver of the collective agreement, university policy or establishes new policy or procedure (in consultation with Director and AVPFRAA)

- Decisions which have budgetary implications beyond pre-authorized limits (in consultation with AVP FRAA)

- Decisions related to the settlement of a negotiation of collective agreement conditions (approval of Director and AVPFRAA required)
### Guidance for Decisions

Decisions must be guided by current relevant legislation, university policy and procedure, and policy and procedure of FRAA such as: faculty collective agreement and relevant waivers and letters of understanding; relevant provincial and federal legislation, and established relevant practice and precedent where considered appropriate.

### Human Relations – describe the key internal and external contacts and relationships for the role and whether they are focused on information exchange, influence or behaviour change.

**Key Internal Contacts:**
- AVP FRAA: collaboration, information exchange
- Dir FRAA: collaboration, information exchange
- FRAA staff: collaboration, information exchange, motivation, development
- Faculty Association: collaboration, information exchange, advocacy, conflict resolution, influence
- Faculty members/Librarians: collaboration, information exchange, advocacy, conflict resolution, change behavior, motivation, development, influence
- Academic and Administrative Leaders: collaboration, information exchange, advocacy, conflict resolution, change behavior, motivation, development, influence

### Accountability – describe the initiative, independence required in this position and the impact of decisions on individuals, units/departments or the university.

The FRC is responsible to support and advise academic leaders and administrators with competency and good judgment.

The FRC is responsible for the development and maintenance of positive faculty relations as it is impacted by their interactions with faculty and the Faculty Association.

The FRC is responsible to mitigate institutional risk (legal, financial, operational, reputational) in their interactions. In daily interactions the FRC independently advises Deans/Chairs and Administrators on ways to mitigate human resources related risk. Collaboration with the Director or AVP is expected in complex, high-risk situations.
Management Excluded Job Description

<table>
<thead>
<tr>
<th>Financial and Resource Management – describe the key financial dimensions of the job such as budgets, material assets and resources managed, and signing authority.</th>
<th>Limited capacity to influence budgets or expenditures.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisory Responsibility – identify the number of reports and classify by type (full and part-time employees, volunteers, grant-funded, student or contract roles) as well as relationship (formal, dotted-line or informal; direct vs. indirect).</td>
<td>No supervisory responsibility.</td>
</tr>
<tr>
<td>Safety – describe the mandate for ensuring safety for self or others.</td>
<td>The FRC has an obligation to work safely and in accordance with health and safety legislation. The FRC also has an obligation to ensure safety of others in the context of matters they are giving advice on, in collaboration with others.</td>
</tr>
<tr>
<td>Equity – describe the contribution to the Equity Plan, fairness to women, aboriginal peoples, visible minorities and persons with disabilities.</td>
<td>The FRC must be aware of the Equity Plan and institutional initiatives and targets and is expected to enable responsible leaders to achieve Plan goals by providing appropriate support and advice on equity related matters.</td>
</tr>
</tbody>
</table>
6. Summary of qualifications and job specific competencies - Focus on the requirements of the position and not the qualifications and competencies of the incumbent. The competencies represent the skills, knowledge and behaviours required to advance the strategic initiatives of the unit/department and the university.

As a leader, this role should demonstrate UVic’s Core Competencies and Leadership Competencies.

- **UVic’s Core Competencies** include Personal Effectiveness, Commitment to Quality, Navigating Change, Communication, Building Equitable Relationships, Teamwork, Service Focus, and University Community.
- **UVic’s Leadership Competencies** include Personal Insight and Impact, Strategic Focus, Investing in Our People, Building Our Culture, Creativity and Innovation, Problem Solving and Decision Making, Change Management, and Achieving Results.

When identifying key job-specific competencies, focus on the ones that are most important for the role. These might be more job-specific versions of those listed above or additional job-specific competencies.

| Qualifications and experience | Graduate degree in Industrial Relations, or an undergraduate degree in Law or Human Resources with a relevant professional designation.  
5 years’ experience working in a labour relations capacity within a large, complex, multi-union environment.  
An equivalent combination of education and experience may be considered. |
| Key job-specific competencies | The incumbent must have and maintain currency in knowledge and understanding of:  
- current legislation and jurisprudence applicable in employer/employee and unionized relationships  
- the collective agreement(s), policies and procedures for the client groups serviced by FRAA  
- best practices in human resources management including, but not limited to, recruitment and retention, training and development, change management, conflict resolution, and labour relations  
- issues relating to human resources in the academic environment  
- the university, its structure, academic programs  

The incumbent must have skills and abilities as follows:  
- Excellent interpersonal skills which exhibit diplomacy and tact and which support the development of positive
Management Excluded Job Description

relationships even in an environment of stress and conflict
- Excellent communications skills (verbal and written, individual and group) which support persuasive advocacy and clarity of message in a comprehensive and concise manner
- Strict adherence to the principles of confidentiality
- The ability to apply the required knowledge and understanding of human resources practice in an academic environment to effectively support and advise a variety of stakeholders, with varying levels of knowledge and skill.
- Analytical ability which supports identification and resolution of a variety of complex issues
- Judgment, analytical and problem-solving skills with a consultative and collaborative approach to address issues and opportunities
- The ability to think and act strategically and to understand and manage the issues in the context of the mission, vision, values and objectives of FRAA and the wider University.
- Strong organizational skills including, but not limited to, file management, project management, timeline management and team leadership and support
- Expertise in policy development, investigation, research, and report preparation for multiple audiences
- Functional proficiency with Microsoft Office (Word, Excel, Powerpoint, Outlook) and the capacity to become functional with human resource information systems.
- Ability to be proactive and take initiative
- Strong record of teamwork with the motivation and ability to work independently with little supervision
- Ability to take on leadership roles and manage high functioning teams
- Ability to work in a fluid and challenging environment with changing priorities and deadlines
- Possesses a reputation for resourcefulness with a strong sense of accountability and a principled approach

The incumbent must demonstrate the following attributes:
- Good judgment, logic and discretion
- Professionalism and sensitivity to the views and feelings of others
- Adaptability and flexibility
- Fortitude in the face of resistance, conflict and stress
Management Excluded Job Description

| - Ability to work productively and meet multiple deadlines  
| - Strong values consistent with those held by FRAA (respect, fairness, equity, collaboration, cooperation, professionalism, accountability, continuous improvement) |

7. Unusual working conditions – Include only those working conditions that would not be the norm for Management Excluded jobs. Consider the physical effort and sensory attention required, the physical environment in which the role operates, and any sources of significant mental stress. Describe frequency, duration and intensity.

A regular but minimal degree of physical effort (such as extended periods of sitting or keyboarding, occasional lifting, some walking, etc.); occasional and minimal exposure to environmental factors (such as occasional noise, dust, and minor risks or hazards), a daily significant requirement for sensory attention (such as listening or concentrating on work) and a regular but moderate degree of mental stress (such as deadlines, complex issues, unpleasant contacts or life disruption).