A. Summary Overview of Work Unit

The Human Resources (HR) service delivery model reflects our support of UVic’s goal to be internationally recognized as a university of choice for a diverse community of talented students, faculty and staff by delivering meaningful programs and supportive services that develop, foster and sustain an outstanding workplace. The kind of workplace where we all feel welcome, a part of something bigger and vital, and that we can each make an impact.

As a team of human resources professionals, our role is to provide programs, services, guidance, support and expertise that builds on the strength of our leaders, their teams and our collegial, inclusive and collaborative culture to empower people to make a difference in this dynamic, research intensive and student-centered environment.

HR is comprised of five units including: Human Resources Operations, Total Compensation & Recruitment; Organizational Development and Learning Services; Occupation Health, Safety & Environment; and Labour Relations & HR Consulting.

B. Summary of Position’s purpose/ function

Reporting to the HR Systems and Workforce Analytics Manager, this position provides comprehensive confidential administrative support to the Associate Vice-President (AVP) Human Resources and for labour relations activities and issues; coordinates centralized administrative functions for the HR department including reception services, records management and internal/external HR communications; and provides administrative support to the Benefits unit.
C. Primary Responsibilities & Accountabilities

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<th>Responsibility/Accountability</th>
<th>40 % Of time spent</th>
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<td>Coordinates centralized administrative functions for the HR department including reception services, records management and internal/external HR communications.</td>
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**Duties:** Provides centralized HR administrative services and offers leadership and coordination for HR unit level administrative services to ensure a consistent face of HR for internal and external clients, including but not limited to:

- Coordinates and implements decisions/actions of the ‘HR Communications Administrative Group’ to ensure consistency and coordination across HR units around records management practices, web presence, communications and branding standards, internal HR department policies and financial processes
- Acts as the primary point of contact for the development, update and maintenance of the HR website, ensuring systems and processes are in place to ensure content is relevant and current, and supports unit level administrative staff as needed
- In collaboration with the HR Systems and Workforce Analytics Manager, develops HR unit financial guidelines, internal procedures and provides support to unit level administrative staff responsible for unit finances
- Supports the HR Systems and Workforce Analytics Manager in HR Operational budget planning, monitoring and reconciliation
- Develops and coordinates systems and procedures to ensure HR’s administrative filing systems and shared drives comply with UVic records management policies and the Directory of Records and retention schedules. Provides support and guidance to unit level administrative staff as needed
- Maintains the Connect Site for the Sedgewick Safety Committee; prepares agenda/minutes of meetings, uploads all documents pertaining to this committee, sets up meetings, sets up yearly fire drill, conducts annual safety inspection
- Implements assigned HR branding and service excellence initiatives to ensure consistent practices and standards across HR units
- Supports reception coverage at the front counter and over the phone by coordinating break times, vacation coverage and temporary staffing to ensure regular and consistent service to HR clients
- Generates routine reports using Viewcat and FAST HR, as requested

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**Duties:** Provides confidential executive level support to the AVP including but not limited to:

- Proactively manages a complex agenda via electronic calendar, email, and phone, prioritizing and making independent decisions when conflicts arise, and assisting AVP with materials and preparation for meetings as needed
- Coordinates committee, project and departmental meetings for the AVP which may include scheduling meetings, coordinating logistics, preparing and distributing agendas and materials, taking minutes/action items and following up on next steps.
Reviews, edits and formats confidential materials drafted by the AVP requiring attention to detail and accuracy

Contributes to the organization of events (planning and logistics) sponsored by Human Resources (i.e. HR related conferences hosted at UVic, etc.)

Acts as a first point of contact for the AVP, using tact and discretion to respond to or redirect inquiries as appropriate and prioritize enquiries for the AVP.

Coordinates and makes travel arrangements for flight bookings, accommodations and land travels; prepares subsequent travel claims ensuring adherence to the University travel policy

Manages and processes all consulting, contracting fees and invoices

Liaises with other administrative and executive units on campus on confidential and sensitive issues

Responsibility/Accountability
Provides confidential administrative support for labour relations issues and activities.

20 % Of time spent

Duties: Provides confidential support to Labour Relations & HR Consulting team including but not limited to:

- Produces a variety of correspondence and presentation materials of a highly confidential and often sensitive nature (i.e. organizational change plans, grievance responses, bargaining plans and proposals, strike plans)
- Advises appropriate departments on campus of new salary schedules
- Provides administrative support during and subsequent to negotiations
- Arranges and prepares confidential and sensitive material related to grievances, discipline, negotiation meetings with Union, arbitrations and mediation representatives
- Maintains web-site content including information bulletins pertaining to labour relations issues, collective agreements, salary schedules
- In absence of receptionist, arranges travel/accommodation and processes and reconciles travel claims

Responsibility/Accountability
Coordinates and provides administrative support for the Benefits office.

10 % Of time spent

Duties: Provides a variety of administrative support to the benefits office including but not limited to:

- Books meetings, meeting rooms, refreshments and sends and responds to invitations
- Creates and updates a variety of documents as requested
- Provides website updates and changes as needed
- Assists with special projects, events and initiatives as requested

D. Supervision

Supervisory Responsibilities (if applicable):
Provides general orientation and oversight of casual staff assigned for leave backfill of HR Assistant and/or additional support. May provide work direction to HR Assistant.

E. Finance

Financial Responsibilities:
- Prepares travel, business expense and hospitality reimbursements and reconciliation
- Verifies, processes and reconciles legal bills
- Processes invoices for printing materials and journal vouchers for reallocation
- Completes web requisitions and FMIS requests, as requested
- Reconciles HR operational accounts working directly with HR Systems and Workforce Analytics Manager

F. Human Relations

Nature of service provided and contacts served:
- As the first point of contact for the AVP HR, the position is required to exercise discretion in managing a variety confidential and sensitive matters
- Safety committee; sets-up and attends meetings, takes/prepares minutes. Serves all units in Sedgewick ‘A’, ‘B’ and ‘C’ Wings and VP Finance & Operations
- Liaises with all executive offices to set-up a variety of meetings and engagements requiring presentations by AVP
- Union contacts; arranges a variety of meetings, including labour committees, discipline investigations, grievances, bargaining, Return to Work, etc.
- Central Professional Development Fund committee; arranges committee meetings and prepares respective letters to applicants per the outcome of committee meetings
- Liaises with senior levels of the University community and external government agencies to arrange confidential and sensitive meetings relating to labour relation matters, compensation issues, staffing decisions and legal advice

G. Minimum qualifications

Education/ Specialized Knowledge:
- High school graduation and a post-secondary diploma in office administration or related education
- Extensive knowledge of the unique nature of a University work environment
- Thorough knowledge of office administration practices and procedures in a mid-sized busy department with multiple units, including records management and retention
- Knowledge of basic financial systems and processes including familiarity with budget functions such as planning, reporting and account reconciliation
- Knowledge of labour relations and basic contract interpretation principles
Knowledge of website content management  
Knowledge of the University community

**Experience:**  
- 3 to 5 years’ experience in an executive/administrative assistant role in a mid-sized department with multiple units requiring strong computer, customer service, and excellent verbal/written communication skills or a combination of education, training and experience  
- Previous experience in a unionized post-secondary environment an asset  
- Experience in roles requiring the use of influence without authority to facilitate collaboration and decision making between diverse groups

**Skills:**  
- Excellent written, verbal and interpersonal communication skills, with experience handling confidential and highly sensitive information  
- Strong technical skills, including familiarity with databases, spreadsheets and basic design tools  
- Proficient with advanced functions of MS Word, Excel, Outlook, PowerPoint and Adobe software  
- Excellent organizational skills including the use of personal productivity tools and techniques, exceptional time-management skills and the ability to multi-task  
- Ability to use tact, discretion and exceptional interpersonal skills to address and respond to complex and sensitive situations  
- Ability to work effectively and professionally with all levels of the University, Unions and outside professional agencies  
- Ability to adapt to changing priorities and manage workflow to meet multiple deadlines in a busy environment with constant interruptions  
- Strong attention to detail  
- Demonstrated ability to work independently and in a team environment  
- Strong ability to self-direct and take initiative as appropriate

**University Competencies:**

**Honour People and Place**  
**Build Personal Insight:** Effectively build and maintain relationships with university community; communicate effectively in conversation and in writing with a broad range of people.  
**Increase Indigenous Acumen:** Knowledge, awareness and understanding of the impact of Canadian policies and practices related to Indigenous People.  
**Be Socially and Culturally Responsive:** Value diversity of the university's people and their cultures.

**Work Together**  
**Invite Diverse Perspectives:** Collaborate with colleagues, clients and visitors on projects and day-to-day work and interactions.  
**Develop Partnerships:** Build and maintain effective and productive relationships with colleagues, clients and visitors.
**Make it Better**

**Focus on Quality:** Commitment to quality; seek to improve work processes and systems, maximize administrative efficiencies, to achieve desired results.

**Provide Excellent Service:** Understand the recruitment process and guide stakeholders through the associated recruitment processes and systems; provide service that meets the organization's objectives.

**Make Informed Decisions:** Use creative problem solving, and research and analytical skills, to understand issues, consider alternative courses of action and implications, and recommend next steps.

**Remain Agile:** Thrive in a changing environment.

**Make a Difference**

**Tell Our Story:** Be a representative of the university; share the experience of working here with perspective employees.

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H. Organization Chart - REQUIRED

(Attach)

Job Holder’s Signature

Supervisor

Supervisor’s Signature