



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION: Human Resources Business Partner

DEPARTMENT: Human Resources

DATE CREATED: Oct 2013

DIVISION/FACULTY: People Relations

DATE REVISED: May 2024

ORGANIZATIONAL STRUCTURE

The position reports to the Manager, HR Business Partners.

PRIMARY FUNCTION

The Human Resources Business Partner (HRBP) is accountable for providing comprehensive human resource consulting services to a designated portfolio of client groups. In close collaboration with senior administrative staff, this role supports client operational and consultative activities focusing on HR management functions. Key responsibilities encompass targeted coaching, showcasing effective techniques and delivering guidance on conflict resolution and management to foster and sustain a positive work culture. Furthermore, service objectives revolve around delivering relevant and timely client support, effective application of HR practices, and provides coaching, advice, and direction on fair management/employee practices to foster collegial relationships. The HRBP draws upon their expertise in HR best practices to actively involve clients in practices that align employee and department needs with organizational strategy, goals and objectives. This role engages in proactive problem-solving, champions HR initiatives, collaborates with the Centre's of Excellence (COEs), and holds accountability for meeting both the University's and HR departmental goals and objectives. The overarching aim is to leverage HR expertise to contribute to the strategic alignment of employee and departmental needs with the broader organizational framework.

KEY RESPONSIBILITIES

1. Partners with the client groups to assess short and long-term needs of the business units and provide strategic HR direction to meet their operational people requirements. Provides options and develops detailed action plans based on an understanding of the business' strategic objectives, overall University direction, and Human Resources best practices.
 2. Consults with the client groups on an ongoing basis to determine evolving human resource requirements and assists with the development and implementation of responsive, effective and value-added human resource strategies. This includes identifying and making recommendations on risks to the business based on legal, reputational, and industry best practices.
 3. Serves as initial point of contact to the client groups in providing advice, problem resolution, and facilitation in the areas of talent management, employee and labour
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relations, performance management. Provides advice on human resource policies, procedures, and documentation; researches, identifies, and analyzes specific employee relations concerns and makes appropriate recommendations to the business partner. Engages the COEs, as required.

4. Provides advice, guidance and coaching to management and academic leaders in situations requiring interpretation and judgement. Works collaboratively with the COE to ensure application of relevant policies, collective agreements, terms of employments, labour law and regulations.
5. Consults, advises and provides coaching to managers on sensitive and/or complicated human resources matters by exercising creative problem-solving skills, considering HR best practices, and facilitating decision making while keeping organizational goals of the department and University balanced.
6. Offers advice and guidance for organizational development and workforce planning; restructuring, strategic planning, organizational design, succession planning, needs assessment, team building, retention, etc. Engages and/or supports the COEs, as required.
7. Gathers and analyzes information on employee experience and development (using a variety of tools available, including new hire check-ins, exit interviews, engagement survey(s) etc.) and makes recommendations to leadership on appropriate interventions to address identified gaps such as, training resources or information around best practices.
8. Provides advice, guidance and coaching to leaders on informal resolution matters. Is the direct resource to management in support of the dispute resolution process by investigating issues at a preliminary stage, engaging in discussions with management, labour relations and any other areas from the Centre's of Excellence to effectively resolve any issues.
9. Mediates conflicts between members of the University community as part of the informal resolution or post-investigation process. Facilitates conversations to deescalate conflicts and promote understanding between parties, as required. Utilizes emotional awareness to appropriately intervene in conflict scenarios.
10. Understands and applies collective agreement language in a variety of complex situations. Provides advice to departments on faculty workloading, leaves, regularization and other matters pertaining to faculty working conditions. Consults with Labour Relations, as needed.
11. In consultation with Health and Benefits, provides support to leaders on employee accommodations, employee absences, and graduated or modified return to work plans. Works with leaders to determine when informal accommodations are appropriate and supports the creation and implementation of informal accommodation agreements.
12. Coaches and advises leaders in matters related to performance management, working to ensure employees achieve success in their roles as well as professional growth.



13. Provides advice and guidance on recruitment and selection procedures as it relates to collective agreement obligations and University policies. Leads academic leadership reappointment processes and provides advise and support on the recruitment of talent into excludes roles within the organization.
14. Guides managers in the application of employment law, collective agreements, and policy. Provides expertise on HR best practices to guide managers on matters such as performance management, human rights, employment standards. In consultation with the Manager, HRBP and team, explore and determine innovative and creative approaches to resolving employee relations issues.
15. Partners with the client groups to develop change management strategies and related targeted communication plans for employees, in support of change initiatives occurring in the department and university.
16. Understands designated client groups operations and contributes, in conjunction with respective leadership teams, to organizational success.
17. Serves as a direct contact, guiding senior administrative staff, support staff, and faculty in their interactions with HR COE. Investigates, troubleshoots and addresses employee concerns that may arise before and throughout the process.
18. In consultation with the COE, and in partnership with the business, supports the effectiveness of the business through the development of specific and general training and development initiatives.
19. Prepares a variety of confidential documentation including performance letters and other non-standard correspondence.
20. According to departmental needs and overall strategic plans, manages or contributes to HR projects, initiatives or policies enhancing the People Relations core service deliverables.
21. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
22. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.



QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business Administration, Human Resources or related field;
- Minimum of five years of progressively responsible HR generalist experience in a large, complex multi-union organization, including experience in providing strategic advice in areas of recruitment, benefits, human resources advice, administration and interpretation of collective agreements, and human resources information systems (HRIS). Must be comfortable reading and interpreting collective agreement language;
- CPHR designation considered an asset;
- Preference for HR experience gained in the public sector and/or post-secondary;
- Experience supporting and fostering equitable, diverse and inclusive environments;
- Or an equivalent combination of education, training and experience.

COMPETENCIES

- Proven skills in conflict resolution, including coaching, facilitation, mediation, and relationship management.
- Ability to communicate effectively and influence strategic outcomes.
- Strong understanding of labour and employment law and employee relations. Knowledge of talent acquisition, development, and retention strategies. Experience in workforce planning and succession planning.
- Strong strategic thinking and problem-solving skills with the ability to align HR strategies and organizational goals.
- Ability to navigate and facilitate organizational change.
- Excellent computer skills with proficiency in word processing, spreadsheet, database and HRIS software.
Demonstrated interpersonal skills with the ability to build effective relationships with senior leaders, managers, employees and the public on a diverse range of matters.
- Strong analytical and problem-solving skills. Proven ability to identify and recommend creative solutions.
- Ability to work with considerable independence, initiative and discretion; demonstrate excellent time management and organizational skills to meet the demands of a high-volume portfolio.
- High emotional intelligence and the ability to exercise sound judgment, tact and discretion when dealing with sensitive and confidential information.
- Ability to travel between campuses is required'