

POSITION DESCRIPTION

POSITION: Manager, Talent Acquisition & Recruitment Services
DEPARTMENT: Human Resources **JOB NUMBER:**
DIVISION/FACULTY: **DATE REVISED:** January, 2022

ORGANIZATIONAL STRUCTURE

This role reports to the Director, People Relations. Reporting directly to this position are the Human Resource Associate and Human Resources Support Assistant.

PRIMARY FUNCTION

The Manager, Talent Acquisition & Recruitment Services provides leadership, guidance and support to the University as a whole in developing and evaluating the effectiveness of the University's talent acquisition and strategic recruitment initiatives as well as providing leadership, guidance and mentorship to their direct reports

The manager will be responsible for creating an exceptional candidate experience and refining and managing recruiting activities across the institution. The Manager will report on recruiting metrics to identify, develop, and implement continuous process improvements to drive effectiveness and cost efficiency of the recruitment process. Additional responsibilities include participating in senior leadership recruitment searches where needed. They will be required to build collaborative relationships with senior leaders across the business and within HR, in particular within the People Relations team and the Centres of Excellence.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Partnering with other HR Leaders, responsible for developing processes related to pro-active recruitment, talent attraction, and hiring processes end-to-end cycle.
4. In partnership with senior leadership, drives the development and implementation of the University's strategic talent goals in alignment with the University's vision and strategic plan.

5. Responsible for ensuring that the effective delivery of day-to-day recruitment functions support the strategic talent acquisition goals of the University.
6. Oversees the pro-active sourcing of channels and executes strategic advertising campaigns.
7. Creates and implements talent acquisition strategies including networking, relationship building, and developing a tool kit to include the interview process, guides, assessments and other tools to ensure consistency and best in class quality of hire and the optimum candidate experience.
8. Responsible for developing and working within budgets, creating metrics and forecasts to effectively staff according to business requirements.
9. Ensures compliance with legal frameworks for reference and background checks, and immigration, where required.
10. Provides interpretation and advice regarding faculty and support staff appointments in the areas of recruitment, appointment policies and Faculty and Support Staff collective agreements. Works collaboratively with the Centres of Excellence on recruitment and appointment matters.
11. In consultation with key parties, supports HR Leadership in the review and updating of KPU's recruitment policies as and when needed.
12. Working in conjunction with the HRIS team, ensures the implementation of systems and innovative solutions to pro-actively address recruitment and selection, with a continuous improvement approach. Manages selected vendors against service level agreements and effectiveness, as appropriate.
13. Responsible for the University's ATS (applicant tracking system), working collaboratively with HRIS on system related issues.
14. Builds, tracks and analyzes recruitment metrics and benchmarks that can be consolidated into overall HR reporting.
15. As a subject matter expert on recruitment and talent acquisition, facilitates coaching/training with hiring managers and HR Business Partners on a regular basis.
16. Assumes ownership of the total candidate experience, ensuring candidate touch points provide a positive experience in alignment with the KPU employment brand.
17. Promotes equity, diversity and inclusion and leads the development and delivery of inclusive hiring practices in consultation with the Manager, Equity, Diversity and Inclusion.
18. Acts as Project Manager, developing scope of work and deliverables with key parties, establishing milestones and schedules, and manages all project elements through to implementation.
19. Develops and delivers education and training programs related to talent acquisition processes and best practices to the KPU community.

20. Coordinates and contributes content for a variety of departmental communications including Quick Guides, FAQs, website, SOPs.
21. Manages senior level searches. Is the key point of contact for executive search firms on hard to fill senior level positions.
22. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
23. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

EDUCATION & EXPERIENCE

- Undergraduate degree and knowledge in the area of Human Resources, Business Management.
- Minimum 5 years' experience in a Talent Acquisition related capacity as well as at least 5 years dedicated end to end recruitment cycle experience. Minimum 3 – 5 years in a leadership capacity.
- Previous experience working with a Human Resource Information Systems, Applicant Tracking Systems, and Recruitment Software is preferred including direct experience and proven track record in the delivery of processes, tools, programs and participating in the development of accompanying policies.
- Experience supporting and fostering equitable, diverse and inclusive environments.
- Or an equivalent combination of education and experience.

QUALIFICATIONS

- Strong leadership, people development and business partnership orientation.
- Demonstrated ability to manage high volume recruitment inclusive of direct relationships with hiring managers, senior leadership and candidates.
- Proven ability to guide new hiring managers through the recruiting lifecycle.
- Excellent communication skills, presentation skills, and networking abilities.
- Exposure to building multi-channel active and passive candidate sourcing channels.
- Demonstrated proficiency in establishing and managing internal and external relationships.
- Strong time management skills and initiative, and the ability to collaborate on project-based work.
- Proven ability to influence and work in a collaborative manner within a complex organization.
- Proficient with Applicant Tracking systems, assessments, Microsoft Office applications (Excel, PowerPoint, Word and Outlook) and social media platforms.
- Self-starter who thrives in a fun, dynamic and action-oriented environment.
- Knowledge of project management principles and methodologies.
- A strong passion for recruitment and talent acquisition with a demonstrated ability to work in a customer-oriented and collaborative environment while adhering to tight timelines and changing priorities.
- Ability to analyze technical information, conduct research, write both concise and comprehensive reports, and deliver clear and purposeful presentations.

- Excellent oral and written communication and interpersonal skills including the ability to interact and communicate with others at all levels of the organization as well as with parties of interest are essential.
- Demonstrated ability to take initiative and adapt to changes in organizational priorities.
- Ability to promote and contribute to team goals, and achieve objectives ensuring optimal use of resources; and demonstrated professionalism, integrity, ethical behaviour and commitment to the values of KPU.
- Demonstrated tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Ability to work independently and effectively as a leader or member of a team.
- Possession of a valid driver's license and access to a vehicle is required.