



JOB POSTING

Senior Manager, People Services

Full-Time Ongoing

Job #23-09

ELIGIBILITY TO APPLY

Anyone eligible is invited to apply for this position.

BACKGROUND

The 519 is recruiting for a Senior Manager, People Services to enhance our workforce strategies that support staff in our work with community. The 519 is committed to effectively supporting staff and building an effective organizational development strategy that advances our work related to community and neighbourhood equity and justice with a particular focus on 2SLGBTQ+ communities, while consistently meeting our obligations as a City of Toronto agency.

The work of organizational development, on-boarding, recruitment, training, human resources management and labour relations has historically been decentralized across various management employees. The successful candidate will streamline our efforts and meaningfully advance this work across the organization.

WHAT TO EXPECT:

The Senior Manager, People Services will **play a leading role in all aspects of People Services at The 519**. Reporting to the Director, Finance, this position is responsible to **lead the design, development and implementation of The 519's multi-year strategic People Services plans** in the following areas:

- **Strategic Human Resources (HR) Planning**
- **Labour Relations (LR)**
- **Payroll and Benefits Administration**
- **Recruitment**
- **Training and Development**
- **Succession Management Planning**

Extensive experience with these areas is considered necessary and central to the role.

The successful applicant will be responsible for interpreting and leading the implementation of HR and LR policies and practices in line with relevant City policies and Collective Agreement provisions, including accommodation and anti-harassment/anti-discrimination policies with particular expertise and commitment to social justice principles, knowledge of the 2SLGBTQ+ communities, anti-oppression and anti-racist frameworks and an understanding of the intersection of gender, race, sexuality, and class. **Experience interpreting and applying complex and nuanced policies and procedures across a diverse and dynamic organization is considered necessary.**

The successful applicant will be responsible for training and capacity-building support across all levels of the organization to advance our shared commitments and efforts towards access, equity, justice and employee support, development, coaching, mentoring and continuous improvement. **Experience in training, innovation, creative problem-solving and knowledge transfer are considered strong assets.**

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Experience managing people and a CHRL designation will be considered requirements. The number of direct reports could change over time.

POSITION DETAILS

Position Status	Full-Time Ongoing
Union Status	Management/Non-Union/Exempt
Starting Salary	\$78,234 - \$98,571 / year (wage grade 5.5, currently under review)
Benefits	Enrolled in health, dental, life and disability benefits after completing probation; Mandatory enrolment in OMERS pension plan from day one.
Hours of Work	35 hours per week, Monday to Friday 9:00 a.m. – 5:30 p.m., some evenings and weekends may be required as needed.
Vacation	3 weeks per year
Location	Due to the nature of the work, this job will be primarily onsite, with occasional opportunities to work remotely.

KEY ACCOUNTABILITIES

- Designs, develops and implements leading practice across the organization related to all aspects of Human Resources policy and practice.
- Manages, motivates and trains assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning, encourages innovation in others and increases efficiencies and effectiveness of the services.
- Manages all aspects of People Services including advising on recruitment, workforce development (on-boarding, training, development and succession management plans), performance management, labour relations and collective agreement interpretation, payroll, pension and benefits administration, and continuous improvement.
- Manages and enhances the Workforce Development Plan to analyze performance, organizational trends and establish strategic multi-year workplans including preparing related reports that include recommendations and advice to the senior leadership team and Board including appropriate compensation/benefit packages.
- Manages Board secretariat functions for all public and in-camera Board Governance and HR Committee meetings. Acts as the staff liaison to the Board's Governance Human Resources Committee including preparing agendas, scheduling, preparation and distribution of meeting materials, reports and records relevant information including recommendations that support the Committee and Board in its decision-making.
- Manages the labour relations strategies including supporting and coaching management on labour relations, interpretation of collective agreement, undertaking workplace investigations, and recommending/participating in discipline/performance management meetings and the development of policies, plans, and procedures for the organization.
- Manages the Human Resources Management Systems (HRMS) and all aspects of payroll, benefit, pension administration, reconciliation and reporting that supports the terms and conditions for all employees and remittance related employer obligations. Ensures

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appropriate policy and procedure development, training and implementation across the organization.

- Provides strategic advice and recommendations to senior management on management of staff development and training plans that reflect the appropriate fiscal, human and physical resources required to be effective.
- Identifies improvements in business process or technology as it relates to the management of human resources in the division. Engages in analysis and research and provides recommendations for improvement. Liaise with internal and external sources to achieve these improvements.
- Identifies trends in health and safety statistics and develops systems to support management in the ongoing monitoring of trends and actions needed to reverse adverse trends and maintains an environment of continuous improvement.
- Delivers training and education to managers/directors in all aspects of employee and labour relations, interpretation of the collective agreement, scheduling and Human Resource Management.
- Manages the overall operation of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and coordinates vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments, hears grievances and recommends and implements disciplinary action when necessary.
- Provides guidance and strategic advice regarding policies and procedures and legislative regulations/ obligations across all levels of the organization and ensures consistent and timely implementation and adherence throughout The 519.
- Identifies, develops, establishes, maintains, and implements policies, systems, and procedures that provide optimal service, accountability, mitigate risk and fraud, and control for organizational human resources services and complement management.
- Participates as an active member of the senior management team including identifying and implementing remedies to service and policy gaps, helping to ensure that the organization and programs and services achieve The 519's mandate, goals, and objectives.
- Plans, develops, monitors, and coordinates the organization's Health and Safety Program. Acts as Management Health and Safety representative for the Joint Health and Safety Committee. Provides recommendations and implements strategies to ensure compliance with all Occupational Health and Safety/WSIB legislated areas (Health and Safety standards and regulations, Return-to-Work programs and accident/incident investigation). Manages and liaises with WSIB, City of Toronto Employee Health Unit, EAP, etc.
- Performs specialized administrative work including preparation of documents, investigations, research, calculation and reconciliation charges, control and co-ordination of various special requests. Ensures and checks the preparation and processing of documents in accordance with appropriate policies, guidelines, by-laws and legislation and uses a customer service that fosters public accountability and high-quality standards.
- Develops and maintains effective working relationships with community partners and acts as a liaison/representative on behalf of The 519.
- Participates in special events and performs other related duties as assigned.

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KNOWLEDGE AND EXPERIENCE

1. Post-secondary education in Human Resource or equivalent combination of education and experience related in the combined functions of Administration and Human Resources / CHRL designation or in significant progress.
2. Minimum of 5 years human resources and administration management experience in government/public service, or non-profit settings. Experience working in a unionized environment is considered an asset.
3. Expertise in various HRMS software applications including ADP.
4. Highly developed interpersonal, verbal and written communication skills and an ability to work and comfort with communicating effectively with a broad range of stakeholders, donors, funders and governmental bodies.
5. Highly developed strategic, conceptual skills, statistical and related research skills.
6. Proven analytical and organizational skills combined with superior interpersonal, team building and communication abilities.
7. Highly developed project management experience and ability to effectively motivate train and supervise staff, and volunteers, with an ability to work both independently and lead effective teams.
8. Proficient in various IT operating systems including Windows, Human Resources Management software, spreadsheets, d-base applications, etc.
9. Commitment to social justice principles and an understanding of the intersection of gender, race, sexuality, and class; this position requires a commitment to and passion for social justice.

APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to Careers@the519.org no later than end of day **Sunday, October 15, 2023**. Please quote **Job #23-09** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 23-09 First Name Last Name". Please also share [which pronouns you would like us to use](#) when corresponding with you (directly and within The 519) in your email or your cover letter.

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.

Accommodation: *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*