

Assistant Vice President, HR Service

Position Summary

The Assistant Vice President, HR Service position is a strategic role designed to manage best in class HR services to support the University of Virginia. This Assistant Vice President-level position is responsible for leading and overseeing all strategic initiatives for operational service delivery relating to the HR Service team. Functions within the team include the HR Solution Center and Business Partner structures. This position provides direction on the delivery of Human Resources services delivered to faculty, staff, team members, leaders, and at an organizational level through the HR service delivery model, providing demonstrated value to clients at all levels. The incumbent will report to the Chief Human Resources Officer and lead a team of Directors.

Responsibilities and Duties

- Identify, develop and implement services that are high-value for customers and meet the strategic goals of Human Resources
- Anticipate and meet customers' evolving needs
- Set service standards and associated metrics regarding quality, accuracy, timeliness, consistency, customer satisfaction, and resource management
- Identify opportunities and recommend changes to increase value and positively influence metrics through analytical approaches
- Track and analyze key data trends, continually demonstrating customer value and continuous improvement
- Utilize knowledge of enterprise trends and strategic imperatives to create and implement clear, relevant, and actionable plans; track and develop plans to remove obstacles to success
- Understand and coordinate across the HR function to ensure the delivery of customer-valued services and experiences
- Recommend and maintain an organizational structure and staffing levels to accomplish enterprise goals and objectives
- Provide creative and innovative solutions to the organization on complex problems
- Stay abreast of relevant regulations and University policy requirements, ensuring service processes are compliant
- Oversee design and implementation of Human Resources programs
- Analyze operational costs, lead efficiency improvements, and manage budget for HR Service functional areas
- Ensure HR Services meet the diverse needs of a multi-faceted, complex organization

Functional Area Outcomes

- Develop, implement, and support HR goals, plans, and initiatives at the school / unit
- Increase faculty, staff, and team member engagement
- Focus attention on development plans for high potential faculty, staff, and team members
- Reduce number of informal disciplinary actions
- Reduce, and maintain, turnover rate
- Improve management feedback incorporated into future HR programs
- Ensure the majority of HR Solution Center inquiries resolved in the first interaction
- Reduce time to resolve complex inquiries

- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Ensure exceptional customer experience delivered, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Design, manage, and successfully execute a broad portfolio of HR services
- Deliver customer-focused results
- Manage strong relationships with internal clients (e.g., University leadership) and develop creative and collaborative solutions
- Think strategically and make sound, data-based business decisions
- Plan effectively and maximize results to meet both short and long range goals and objectives
- Lead by influence through clear, informed, and logical discussions
- Work with senior leaders in a complex organization to meet varying performance metrics and objectives
- Navigate barriers to progress through strong and innovative problem solving and analytical skills

Required and Preferred Qualifications

Required Experience: 10 years of relevant experience

Required Education: Master's degree

Preferred Experience: Direct management of teams executing a broad portfolio of HR services. Experience managing health, welfare, retirement, and wellness programs. Leadership experience in a higher education and/or healthcare system.

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

Preferred Computer Applications: Salesforce, Workday, or other related cloud based systems