

Director, HR Employee Relations

Position Summary

The Director, HR Employee Relations position is a strategic role designed to manage best in class employee relations services to support the University of Virginia. This position is responsible for leading and overseeing all strategic initiatives across the employee relations team. Functions within the team include supporting the broader HR service delivery model, and ensuring alignment with HR Operations, HR Business Partners and HR Communities of Expertise. This position will also provide guidance and direction to leadership in the Academic Division and Health System on a variety of ER issues, including HR policy interpretation, disciplinary performance management, HR investigations, employee discipline and misconduct, and remediation of employment-related disputes. The incumbent will report to the AVP, HR Talent and lead a team of HR Managers for the Health System and Academic division.

Responsibilities and Duties

- Demonstrate ability to effectively manage, supervise, and develop functions related to employee relations;
- Align Employee Relations strategies and policies to University/Client objectives, leveraging HR Business Partners, other COEs and clients (schools, units, and organizations) to understand their priorities and opportunities
- Provide progress reports to the AVP, HR Talent to cover progress against plan, open issues, plan changes and proposals
- Represent Human Resources on system-wide committees and task forces
- Create a positive team environment, and inspire others to do their best by celebrating successes and exhibiting an optimistic outlook toward contributions. Encourage team members to express points of view, communicate openly and honestly, take initiative, and provide feedback on risks and opportunities
- Build and nurture strong working partnerships with HRBPs, business managers, HR specialists, other University functions, and external providers to promote the value to be added by Employee Relations
- Partner with the HR team to develop, recommend and implement University-wide HR programs as applicable
- Facilitate HR processes and policy communication, ensure compliance and operational excellence, and recommend process improvement as applicable
- Provide guidance and feedback on HR solutions and programs and assess impact to assigned business units
- Maintain and establish awareness and understanding of regulations, industry trends, current practices, new developments and applicable state and federal employment laws
- Manage and lead assigned programs or projects on deadline and within budget as applicable
- Assess and address escalated customer issues in an effort to resolve competing priorities to achieve win-win outcomes

Functional Area Outcomes

- Increase number of cases resolved and provide greater visibility to trends
- Reduce time to resolve internal complaints
- Improve grievances won/loss ratio
- Minimize the number of regrettable exits due to performance / discipline

- Increase customer satisfaction with employee relations services

Knowledge, Skills and Abilities

- Lead, organize and prioritize very busy desk, constant interruptions, and multiple tasks
- Exercise autonomy, independent judgment and decision-making, provide sound reasoning for recommendations and balance information to resolve issues and mitigate risk
- Problem solve with a passion for human resources and continuous improvement
- Effectively work as a member of a team, communicate ideas, coach and facilitate change at all levels
- Successfully negotiate a particular situation and provide solutions
- Manage multiple projects and analyze data to provide recommendations to senior management on process and business improvements
- Exercise sound business judgment, business acumen, tact and diplomacy
- Think quickly, and have an approachable nature and sense of humor
- Handle confidential and sensitive matters and distill complex issues into easily understood elements

Required and Preferred Qualifications

Required Experience:

- 7 years of broad Human Resource experience with at least 4 years of experience in a leadership role within an Employee Relations or equivalent Function.
- 4 years of prior supervisory experience

Preferred Experience:

- 9 years of relevant Human Resource experience, include at least 5 years in Employee Relations or equivalent function.
- Experience working for a 4-year higher education institution and/or an affiliated health system

Required Education: Bachelor's degree

Preferred Education: Master's degree

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