

# HR Manager, Employee Relations

## Position Summary

The HR Manager, Employee Relations (ER) position is a strategic role designed to manage best in class employee relations services to support the University of Virginia. This Manager-level position will be responsible for leading and overseeing all strategic initiatives across the Employee Relations team that specifically services either the University's Academic Division or the Health System. Functions within the team include leading and providing guidance on best practices for aiding issues affecting specified employees. The ER Manager will serve as a resource for handling senior level employee relations issues, attempt to identify employee relations trends, and seek to develop integrated solutions with other areas of HR. The incumbent will report to the Director, HR Employee Relations and lead a team of employee relations Sr. Consultants and Consultants.

## Responsibilities and Duties

- Lead a team of ER Consultants by providing coaching, guidance, and support
- Identify, and proactively address organizational trends and employee issues to provide a work environment that prevents the need for external intervention
- Lead, design and implement programs, policies and practices to ensure that the employer complies with federal, state, and local HR regulatory requirements
- Develop functions related to employee relations
- Investigate and resolve employee relations issues, which include analyzing evidence, applying relevant laws, policies, and precedents in order to reach conclusions in an unbiased and professional manner
- Serve as internal consultant to all levels of management and staff on the appropriate administration of HR policies, practices, and procedures to ensure consistency in application
- Carry out responsibilities with a sense of urgency with all issues as appropriate, honoring confidentiality of cases and personnel data
- Establish a consistent investigative approach and escalate to the appropriate member of senior management as needed
- Facilitate processes with individuals and groups, especially with projects towards achieving improvement 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

- Demonstrate work ethic and sound business judgment, tact and diplomacy with relevant work history/experience
- Analyze information, effectively identifying the root causes of problems, and propose realistic and practical solutions to address them
- Ensure alignment of employee relations programs with University, state and federal policies
- Develop and implement Employee Relations principles, policies and best practices
- Effectively lead/manage multiple projects and analyze data to provide recommendations to senior management on process and business improvements
- Work autonomously, and maintain flexibility and adaptability
- Problem solve with a passion for human resources and continuous improvement
- Effectively communicate ideas, to coach and facilitate change at all levels
- Work effectively as a member of a team and with a wide range of employees, think quickly, and have an approachable nature
- Conduct presentations and training to large groups
- Handle confidential and sensitive matters and distill complex issues into easily understood elements

## Required and Preferred Qualifications

### Required Experience:

- 6 years of human resources experience with at least 4 years of experience in employee relations or equivalent combination of experience.
- 2 years of prior supervisory experience

### Preferred Experience:

- 8 years of human resources experience with at least 6 years of experience in employee relations or equivalent combination of experience.
- 4 years of prior supervisory experience.
- 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 Certifications:** PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification