

Senior Director, HR Strategic Initiatives

Position Summary

The Senior Director, HR Strategic Initiatives will, in collaboration with the Chief Human Resources Officer (CHRO), plan and implement the future direction of HR in support of the University's Strategic Plan and oversee, under the direction of the CHRO, comprehensive strategic planning and administrative leadership for HR in order to allow the attention of the CHRO to focus on broader, strategic activities. The position will perform advanced executive decision-support duties, interacting across the Academic Division, Medical Center and UPG. Duties will include collaborating with HR project teams, CoEs and the business units to assess HR's ability to deliver strategic results, briefing the CHRO and other key stakeholders. HR Communications, Change Management, and CHRO administrative staff will report to this position.

Responsibilities and Duties

Set Direction/Plan

- Support the development and implementation of an overall strategic plan for Human Resources
- Advise on and help develop a network of UVA individuals who can provide strategic advice, feedback and input to the CHRO.
- Perform advanced executive decision support duties, advising the CHRO using research, data analysis, executive summaries, persuasive briefing papers, memorandums, responses, reports, presentations, and talking points, which are clear, concise, and comprehensive; and oversee the public face of the office.
- Oversee preparation of work (written reports, meeting materials and presentations) for reporting to the Board of Visitors.
- Represent the CHRO at meetings, functions, and on committees, acting as liaison with internal and external groups, offices, and constituents. Oversee in meeting planning for advisory groups and leadership teams.
- Partner with the University strategic efforts supporting the HR transformation and ongoing efforts to re-imagine service delivery and adopt process improvement approaches for UVA Human Resources.
- Oversee and guide the development of an integrated HR communications and change management strategy.
- Collaborate functional areas Pan-University to ensure awareness, coordinate timing of initiatives and communication, and ensure collaboration between the operational, academic and health system functions as they relate to HR.
- Stay abreast of relevant industry trends and participates in best practice discussions with national peer groups. Identify opportunities to highlight UVA HR activities locally, regionally, and nationally.
- Participate in CHRO leadership meetings to share trends and leading practices to drive enhancements in employee engagement, providing relevant insights to inform coordinated HR plans and programs for the University. Relate applicable best practices back to team.
- Model and encourage cross team collaboration

Monitor/Execute/Manage

- Manage the administrative, strategic communication and change management needs of HR and leverage resources to ensure services and information are being delivered at the right place, right time.
- Manage, and/or provide oversight to the administrative, strategic communication and change management affairs of the UVA HR team, under the direction of the CHRO, providing high quality, timely, and accurate materials in response internal and external requests.
- Manage the hiring process and facilitate performance management and other key processes for the CHRO and the CHRO's direct reports.
- Soliciting counsel and assistance as required, provide regular progress reports to the CHRO to cover progress against plan, open issues, plan changes and proposals.

Service Customers

- Foster the relationship between HR and its key customers
 - Promote the use of innovative thinking and tools to increase employee awareness and engagement within
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HR and across the entity

- Deliver on a broad portfolio of projects, identifying appropriate tier of service based on requirements and resource availability
- Provide advice and render opinions to the CHRO, HR leadership team, UVA project leaders and the broader university community as required and requested
- Serve as a subject matter expert across a broad spectrum of HR tools and topics, suggesting leading practices and alternatives to address issues and challenges
- Direct activities and educate HR team to foster regular, open and ongoing communications through structured touch-points to obtain feedback on service and provide summary updates on value delivered and how to improve where necessary
- Establish consistency and cross-functional collaboration while accounting for unique differentiators within each entity
- Address and arbitrate escalated issues and resolve competing priorities to achieve win-win outcomes. Proactively monitor for potential escalation issues
- Identify and pursue initiatives to build a strong service culture. Solicit information on, and lead opportunities to strengthen employee engagement and promote a culture of diversity and inclusion
- Manage expectations with the CHRO, HR leadership team, and customers

Lead Teams

- Lead, build, and retain an engaged, committed and excellent team: Establish clear and reasonable stretch goals for team members. Actively promote a culture of accountability and growth, ensuring appropriate resources, information, and collaboration opportunities
- Execute on the University-wide talent management initiatives, to include talent selection, reviews, development and deployment decisions
- Create a positive team environment, and inspires 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

Functional Area Outcomes

- UVA's HR service delivery model recognized as adding value by UVA workforce
- HR strategy aligns with, and supports and advances, institutional goals, priorities, and strategies
- Feedback about HR services demonstrates enhanced customer focus and support for unit, school and department operations and strategy and drives continuous improvement initiatives
- Communications and change management strategies and tactics support HR endeavors, align with overall UVA communication goals, and engage employees
- HR effectively communicates with faculty, staff and team members of the HR function, as measured through engagement, action taken, achievement of identified desired outcomes
- Use of data and metrics supports HR strategy, decisions and priorities

Knowledge, Skills and Abilities

- Develop Human Resource strategies and key messages
 - Manage across multiple stakeholders, often with varying viewpoints
 - Define Human Resource success measures, monitor the effectiveness of initiatives and adjust tactics for improved outcomes
 - Strong written, verbal, and interpersonal skills across a broad array of constituencies; diplomacy and tact
 - Highly-developed critical thinking and analytical abilities
 - Manage or supervise teams
 - Input and oversight for strategic communications, change management, project management, and relationship building
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- Work effectively with diverse stakeholders and leadership teams within a complex organization

Minimum and Preferred Qualifications

Required Experience: 7 years of relevant experience

Preferred Experience:

- Experience in the human resources field
- Familiarity with lean, project and program management, cloud technology (particularly in the HR domain), and vendor negotiations.
- Experience working for a four-year higher education institution and/or an affiliated health system

Required Education: Bachelor's degree

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR, project management (by PMI), or an equivalent, related professional qualification
