

## Senior Director, HR Service

### Position Summary

The Senior Director, HR Service position will lead HR Business Partners who support schools, units and entities of the University of Virginia, while also delivering exceptional service to a large and/or complex school/unit. This position will drive and manage the HR customer experience inclusive of HR program administration, talent and performance management counseling and guidance, risk mitigation, and community and entity leadership to support performance of assigned school, unit or entity. This position supports the vision and objectives of the University of Virginia through effective application of unit knowledge, organization networks, and creative problem solving. The Senior Director, HR Service possesses and applies extensive HR knowledge and experience. The incumbent will report to the AVP, HR Service and lead a Business Partner team. The Senior Director, Service supporting the Health System will also have a dual reporting relationship to the VP & CHRO.

### Responsibilities and Duties

- Plan and direct human resource programs to ensure the organization's current and future HR requirements are met at a local level, and lead a human resources team to ensure it delivers value-added human resources services
- Contribute to the overall business strategy and its execution by partnering with business leaders to identify, prioritize and build organizational capabilities
- Liaise with area managers to develop and implement local HR strategies that are appropriate for school/unit business needs and consistent with the organization's overall HR strategy
- Champion, drive and lead resource allocation and program planning in alignment with the vision and objectives of the University, school or unit, and HR
- Partner with management to identify and address gaps in skill sets in order to achieve organization objectives and foster a high performing workforce
- Communicate school/unit talent strategy and priority to Talent Recruitment and Talent Management to facilitate ongoing sourcing and growth
- Influence leaders to implement changes needed to improve schools/units functional performance
- Monitor and analyze various human resource metrics and provide proactive consultation to address potential business issues
- Understand employee engagement and support business initiatives that foster faculty, staff and team member commitment and performance
- Drive partnership with COE Leads, Human Resources Business Partners, and organization leadership to effectively administer and improve administration of human resources programs and services
- Apply experience and in-depth knowledge of human resources technical areas to increase organizational performance
- Maintain an effective level of business literacy as it relates to the assigned business unit's financial position, culture and engagement, and business objectives

### Functional Area Outcomes

- Develop, implement, and support HR goals, plans and initiatives at the school, unit, or organization
- Increase faculty, staff, and team member engagement
- Focus attention on development plans for high potential faculty, staff, and team members
- Reduce and maintain the turnover rate
- Incorporate management feedback into future HR programs

## Knowledge, Skills and Abilities

- Operate within and leading cross-functional teams
- Influence at multiple levels of the organization and drive prioritization of HR initiatives
- Apply effective team leadership experience
- Translate changing business objectives to effective HR strategies
- Demonstrate broad technical expertise, business and industry knowledge, and process capabilities
- Collaborate effectively with Human Resources and business leadership
- Utilize strong quantitative and analytical skills
- Influence at multiple levels of the organization and drive prioritization of HR initiatives
- Utilize strong organizational and time management skills
- Strategically plan and execute programs and projects
- Demonstrate resourcefulness, take initiative and think outside the box to develop custom solutions
- Demonstrate experience with complex and rapidly changing work environments

## Required and Preferred Qualifications

**Required Experience:** 6 years of relevant experience

**Preferred Experience:**

- Working with senior leadership.
- 5 years managing a high performing team

**Required Education:** Bachelor's degree

**Preferred Education:** Master's degree in a relevant field

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

**Preferred Computer Applications:** Workday, Salesforce and DocuSign