

Future-state HR Service Delivery Model

Talent Position Descriptions



Note: Position descriptions are *draft* and not yet final. Position descriptions are subject to change.

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Director, HR Talent Recruitment

Position Summary

The Director, HR Talent Recruitment position is a strategic role designed to manage best in class Talent Recruitment services to support the University of Virginia. This position is responsible for leading and overseeing all strategic initiatives across the Talent Recruitment team by monitoring effectiveness, anticipating emerging needs, establishing and maintaining key relationships, developing talent recruitment policies, and ensuring a positive and consistent candidate experience. The Director ensures that the Talent Recruitment practice builds trust with hiring managers and candidates, focuses on attracting world-class talent, while improving time to hire and increasing retention. The incumbent will report to the AVP, HR Talent and direct a team of Talent Recruitment managers.

Responsibilities and Duties

- Provide direction and insight to the Talent Recruitment practice, identifying and prioritizing opportunities, deploying appropriate resources and measuring associated outcomes
- Coordinate closely with AVP, HR Talent to identify and support the overall HR talent strategy
- Model and encourage cross team collaboration
- Stay current with relevant recruiting industry trends and participate in best practice discussions with national peer groups. Relate applicable best practices back to team
- Monitor progress on key recruiting initiatives, identifying and removing barriers in coordination with University stakeholders
- Work with EOCR to establish recruitment procedures that ensure compliance with applicable labor laws and industry specific regulations
- Cultivate diversity and inclusion by implementing best practices and communicating to appropriate parties about issues relating to diversity and inclusion
- Maintain relationships with external partners, including recruiting agencies and vendors
- Evaluate and report on Talent Recruitment performance against metrics or key performance indicators (KPIs)
- Champion Talent Recruitment policy harmonization and consistency across the HR organization
- Evaluate Talent Recruitment customer satisfaction and manage relationships with key customers
- Interact and develop relationships with key leaders within the Academic / Administration Divisions and Health System to identify key priorities and recruitment resources that deliver value

Functional Area Outcomes

- Decrease time to fill a position (emphasis on right candidate)
- Increase diversity and size of applicant pools
- Increase job offer and acceptance rate
- Decrease recruitment expenses
- Improve management experience with hiring process
- Improve candidate experience with hiring process
- Increase employee retention in the first six (6) months
- Increase ability to meet fluctuating workforce needs with flexible workers

- Increase number of rotational placements
- Increase temporary to permanent placement rate
- Improve dual career experience and support

Knowledge, Skills and Abilities

- Manage a Talent Recruitment organization
- Establish credibility and influence key stakeholders at all organizational levels
- Utilize excellent management skills, plan effectively and maximize results to meet both short and long range goals and objectives
- Demonstrate exceptional customer service and navigate complex customer related situations
Demonstrate excellent communication and presentation skills as well as strong organizational skills and attention to detail
- Display strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
- Exercise exceptional leadership capabilities with a passion to encourage idea generation across the team and develop people
- Manage third party vendors relationships
- Utilize computer proficiency and technical aptitude with leading applications
- Utilize successful track record for innovation and work effectively with diverse stakeholders within a complex organization
- Display knowledge of all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting talent recruitment

Required and Preferred Qualifications

Required Experience: 8 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or affiliated health system

Required Education: Bachelor's degree

Preferred Education: Master's degree

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR

Faculty Search Advisor

Position Summary

The Faculty Search Advisor position is a vital role designed to provide best in class talent recruitment services to support the University of Virginia. This position is responsible for working with the Search Committee Chair and committee members to provide faculty search and support services. The incumbent works with a portfolio of searches providing guidance and advising on best practices. In addition, the incumbent coordinates each step of the recruitment process to include posting positions, scheduling search committee meetings and candidate interviews, travel, and providing search updates as necessary. This position reports to the HR Manager, Academic Recruitment and will not have direct reports.

Responsibilities and Duties

- Work with Search Committee Chairs and Committee members to provide overall search process support such as schedule Search Committee meetings, organize potential candidate contact list, schedule and ensure a positive candidate experience
- Leverage best practices to assist Search Committee Chairs and Committee members source and attract candidates utilizing industry tools and networks
- Provide Search Committee with clear recruitment toolkit and advise Search Committee Chairs and members on best practices for increasing diversity through available EO/AAE and other resources
- Streamline recruitment procedures and create an efficient process
- Serve as liaison with Search Chairs and candidates to provide necessary and timely information when needed
- Interact with Search Committee Chairs and candidates, providing support where needed for assigned searches
- Apply judgment and discretion to issues and concerns; work directly with HR Manager to resolve issues that are more complex
- Ensure a positive and consistent candidate experience by assisting with scheduling and providing helpful information to the candidate
- Utilize applicant tracking system to manage candidates from point of application to finalization of offer

Functional Area Outcomes

- Decrease time to fill a position (emphasis on right candidate)
- Increase diversity and size of applicant pools
- Increase job offer acceptance rate
- Decrease recruitment expenses
- Improve management experience with hiring process
- Improve candidate experience with hiring process

Knowledge, Skills and Abilities

- Demonstrate excellent communication and presentation skills and ability to provide high level of customer service
- Work efficiently as part of a team as well as independently
- Exercise keen attention to detail in a fast paced environment
- Utilize strong organizational skills and attention to detail
- Proactively communicate with search committee and candidates frequently
- Handle sensitive information with discretion and confidentiality
- Utilize computer proficiency and technical aptitude with leading applications (e.g., Microsoft Office)
- Apply strong problem solving skills to thoughtfully and tactfully navigate barriers to progress
- Manage projects simultaneously while working under pressure to meet deadlines

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Required Education: Bachelor's degree

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

HR Associate, Faculty Wage

Position Summary

The HR Associate, Faculty Wage position is a vital role designed to provide best in class wage hiring services to support the University of Virginia. This position is responsible for assisting with a variety of wage hiring activities, and will be aligned with faculty wage searches. The incumbent will report to the HR Manager, Talent Flexibility, and will not have direct reports.

Responsibilities and Duties

- Deliver the highest level of service to candidates and hiring managers throughout the entire wage hiring process to ensure a consistent, smooth, and welcoming experience
- Provide search status updates to candidates, hiring managers, and HR Business Partners as requested
- Process hiring activities by reviewing faculty wage hire requests, posting accordingly, and overseeing candidate operations
- Communicate with and respond to candidates in a timely manner and at regular intervals
- Document activities in applicant tracking system

Functional Area Outcomes

- Increase ability to meet fluctuating workforce needs with flexible workers
- Increase diversity/size of talent pipelines
- Increase number of rotational placements
- Increase temporary to permanent placement rate
- Decrease recruitment expenses
- Improve management experience with flexible staffing
- Improve dual career experience and support

Knowledge, Skills and Abilities

- Demonstrate excellent communication skills and ability to provide high level of customer service
- Work efficiently as part of a team as well as independently
- Exercise keen attention to detail in a fast paced environment
- Proactively communicate with hiring managers and candidates frequently
- Utilize excellent organizational and time management skills
- Display willingness and ability to adapt to changing priorities
- Handle sensitive information with discretion and confidentiality
- Utilize computer proficiency and technical aptitude with leading applications (e.g., Microsoft Office)
- Follow set policies and procedures

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or affiliated health system preferred

Required Education: Bachelor's degree

Required Computer Applications: MS Office

HR Manager

Position Summary

The HR Manager position is a strategic role designed to manage best in class talent recruitment services to support the University of Virginia. This position is responsible for leading a recruiting team assigned to a portfolio of searches. The Manager provides guidance on best practices for hiring officials and search committees throughout the full life cycle of recruitment from the creation of the search strategy to negotiations. Additionally, the HR Manager ensures that exceptional recruiting services are provided to the areas the team supports and elevates the talent level in all candidate pools, while improving time to hire and increasing overall retention. The incumbent will report to the Director, HR Talent Recruitment and lead a team of academic recruitment professionals.

Responsibilities and Duties

- Manage recruitment operations as well as implement strategic approaches to attract qualified candidates to assigned service area in order to assist UVA in achieving its mission
- Support the overall recruitment strategy for UVA and assigned service area
- Model and encourage cross team collaboration
- Stay current with relevant industry trends and participate in best practice discussions with national peer groups and position UVA as a leader in recruitment and candidate experience. Relates applicable best practices back to team
- Monitor progress on searches in assigned area, identifying and removing barriers in coordination with hiring managers and Business Partners
- Interact and develop key relationships with customer leaders and schools, units, and organizations within assigned service area to identify and fill key recruiting priorities
- Evaluate assigned customer satisfaction and manage relationships with business partners
- Develop and manage a diverse team
- Collaborate directly with the Director and HR Business Partners

Functional Area Outcomes

- Decrease time to fill a position (emphasis on right candidate)
- Increase diversity and size of applicant pools
- Increase job offer acceptance rate
- Decrease recruitment expenses
- Improve management experience with hiring process
- Improve candidate experience with hiring process
- Increase employee retention in first six (6) months

Knowledge, Skills and Abilities

- Establish credibility and influence key stakeholders
- Demonstrate exceptional customer service and the ability to navigate complex customer related situations
- Manage, plan effectively and maximize results to meet both short and long range goals and objectives
- Motivate others to maximize input and accomplish goals, especially after experiencing setbacks

- Demonstrate excellent communication and presentation skills
- Organize and pay attention to detail
- Analyze and solve problems to thoughtfully and tactfully navigate barriers to progress
- Encourage idea generation and develop people
- Lead and manage projects simultaneously while working under pressure to meet deadlines
- Work effectively with diverse stakeholders within a complex organization
- Adapt to leading computer applications
- Adhere to pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting talent recruitment

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience: Experience working in higher education. Management experience

Required Education: Bachelor's degree

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

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

HR Specialist, Dual Career Services

Position Summary

The HR Specialist, Dual Career Services position is a vital role designed to provide best in class specialty hiring services to support the University of Virginia. This Specialist-level position is responsible for assisting with a specific portfolio of specialty hiring activities. This position will report to the Dual Career Program Director.

Responsibilities and Duties

- Collaborates with Recruiters, Specialists and Managers within Talent Recruitment and Business Partners to provide services to dual career partners
- Assists in the expansion of program scope to include the provision of services to executive staff and additional select staff
- Models and encourages cross team collaboration
- Interacts and develops key relationships with customer leaders and departments within assigned service area to identify and fill key recruiting priorities
- Coordinates the development of a landing page, designed to market UVA and community jobs and other opportunities to prospective executive staff and faculty partners and spouses
- Engages with the local business community and trade organizations

Functional Area Outcomes

- Enhance dual career experience and support
- Support development of a landing page, to serve as a UVA recruitment tool (with particular emphasis on creating a meaningful tool for partners of prospective UVA staff and Faculty)
- Scale program to serve additional dual career candidates, in keeping with UVA's strategic mission and priorities
- Increase the size and diversity of talent pipelines

Knowledge, Skills and Abilities

- Establish credibility and influence key stakeholders
- Demonstrate exceptional customer service skills and navigate complex customer related situations
- Apply strong management skills, plan effectively and maximize results to meet both short and long range goals and objectives
- Motivate others to maximize input and accomplish goals, especially after experiencing setbacks
- Demonstrate excellent communication and presentation skills. Utilize strong organizational skills and attention to detail
- Apply strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
- Display superb leadership capabilities with a passion to encourage idea generation and develop people
- Manage projects simultaneously while working under pressure to meet deadlines
- Utilize successful track record for innovation and working effectively with diverse stakeholders within a complex organization

- Utilize computer proficiency and technical aptitude with leading applications

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or an affiliated health system

Required Education: Bachelor's degree

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

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

HR Specialist, Pipeline Programming

Position Summary

The HR Specialist, Pipeline Programming position is a vital role designed to provide best in class specialty hiring services to support the University of Virginia. This position is responsible for creating and maintaining relationships with organizations and resources that continually build and grow the recruiting pipeline. The incumbent will report to the HR Manager, Talent Flexibility and will not have direct reports.

Responsibilities and Duties

- Assist HR Manager in overseeing the talent flexibility services as well as implement strategic approaches to attract qualified candidates through Dual Career Services in order to assist UVA in achieving its mission
- Model and encourage cross team collaboration
- Monitor progress on searches within DCS, identifying and removing barriers in coordination with hiring managers and Business Partners
- Interact and develop key relationships with customer leaders and departments within assigned service area to identify and fill key recruiting priorities
- Collaborate directly with the Director, HR Manager and HR Business Partners

Functional Area Outcomes

- Increase ability to meet fluctuating workforce needs with flexible workers
- Increase diversity/size of talent pipelines
- Increase number of rotational placements
- Increase temporary to permanent placement rate
- Decrease recruitment expenses
- Improve management experience with flexible staffing
- Improve dual career experience and support

Knowledge, Skills and Abilities

- Establish credibility and influence key stakeholders
- Demonstrate exceptional customer service skills and ability to navigate complex customer related situations
- Apply strong management skills, plan effectively and maximize results to meet both short and long range goals and objectives
- Motivate others to maximize input and accomplish goals, especially after experiencing setbacks
- Demonstrate excellent communication and presentation skills. Utilize strong organizational skills and attention to detail
- Apply strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
- Display superb leadership capabilities with a passion to encourage idea generation and develop people
- Manage projects simultaneously while working under pressure to meet deadlines

- Utilize successful track record for innovation and working effectively with diverse stakeholders within a complex organization
- Utilize computer proficiency and technical aptitude with leading applications

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or an affiliated health system

Required Education: Bachelor's degree

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

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

HR Supervisor, Health System Talent Recruitment

Position Summary

The HR Supervisor, Health System Talent Recruitment is a vital role designed to manage best in class Talent Recruitment services to support the University of Virginia. This Supervisor-level position is responsible for overseeing a recruiting team assigned to a portfolio of searches, providing guidance on best practices for hiring officials and search committees throughout the full life cycle of recruitment from the creation of the search strategy to negotiations. The HR Supervisor, Health System Talent Recruitment is responsible for ensuring that exceptional recruiting services are provided to the Health System and elevates the talent level in all candidate pools. The incumbent will report to the Director, Health System Talent Recruitment and lead a team of Senior Recruiters, Recruiters, and Faculty Search Advisors.

Responsibilities and Duties

- Manage recruitment operations as well as work with Director to implement strategic approaches to attract qualified candidates to assigned service area in order to assist UVA in achieving its mission.
- Coordinate closely with Director to support the overall recruitment strategy for UVA and assigned service area
- Model and encourage cross team collaboration
- Stay current with relevant industry trends and participate in best practice discussions with national peer groups and position UVA as a leader in recruitment and candidate experience. Relates applicable best practices back to team
- Monitor progress on searches in Health System, working with the Director to identify and remove barriers in coordination with hiring managers and Business Partners
- Interact and develop key relationships with customer leaders and departments within Health System to identify and fill key recruiting priorities.
- Evaluate assigned customer satisfaction and manage relationships with business partners
- Develop and manage a diverse team
- Collaborate directly with the Director and HR Business Partners

Knowledge, Skills and Abilities

To learn more about this transformation as well as the competencies expected for all future HR professionals, please visit <https://ufirst.virginia.edu/>.

- Demonstrated ability to establish credibility and influence key stakeholders
- Exceptional customer service skills and ability to navigate complex customer related situations
- Excellent supervisory skills and ability to plan effectively and maximize results to meet both short and long range goals and objectives
- Ability to motivate others to maximize input and accomplish goals, especially after experiencing setbacks
- Excellent communication and presentation skills. Strong organizational skills and attention to detail
- Strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
- Successful track record for innovation and working effectively with diverse stakeholders within a complex organization
- Computer proficiency and technical aptitude with leading applications

- Knowledge of pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting talent recruitment

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: At least one year of supervisory experience

Required Education: Bachelor's degree

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR

Required Computer Applications: Proficient in MS Office.

Preferred Computer Applications: Workday, Salesforce, Docusign

Recruiter

Position Summary

The Recruiter position is a vital role designed to provide best in class talent recruitment to support the University of Virginia. This position is responsible for working jointly with colleagues to identify, source, and hire talent for assigned university-related searches. The Recruiter oversees a portfolio of searches, provides guidance on best practices for hiring officials from point of application to offer completion, and ensures a positive candidate experience. The incumbent will report to the HR Manager for their assigned function and will not have direct reports.

Responsibilities and Duties

- Work in partnership with Senior Recruiters to identify, source, and attract talent for assigned searches
- Apply judgment and discretion to recruiting issues and concerns; work directly with Talent Recruiting Manager to resolve more complex issues
- Source and attract candidates utilizing industry tools and networks
- Serve as a liaison with hiring managers and candidates to streamline recruitment procedures and accomplish workforce needs
- Interact with hiring managers and candidates on a daily basis, providing search updates for assigned searches
- Provide hiring managers with best practices for increasing diversity through available EOCR and other resources
- Utilize applicant tracking system to manage candidates from point of application to finalization of offer

Functional Area Outcomes

- Decrease time to fill a position (emphasis on right candidate)
- Increase diversity and size of applicant pools
- Increase job offer acceptance rate
- Decrease recruitment expenses
- Improve management experience with hiring process
- Improve candidate experience with hiring process
- Increase employee retention in first six (6) months

Knowledge, Skills and Abilities

- Demonstrate excellent communication and presentation skills and provide high level of customer service
- Work efficiently as part of a team as well as independently
- Exercise attention to detail in a fast paced environment
- Utilize strong organizational skills and attention to detail
- Proactively communicate with search committee and candidates frequently
- Handle sensitive information with discretion and confidentiality
- Utilize computer proficiency and technical aptitude with leading applications (e.g., Microsoft Office)

- Apply strong problem solving skills to thoughtfully and tactfully navigate barriers to progress
- Manage projects simultaneously while working under pressure to meet deadlines

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or an affiliated health system

Required Education: Bachelor's degree

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

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

Recruiter, Temporary Services

Position Summary

The Recruiter, Temp. Services position is a vital role designed to provide best in class specialist hiring services to support the University of Virginia. This position is responsible for assisting with a variety of Specialty Hiring activities, specifically for the Temporary Services. The incumbent will report to the HR Manager, Talent Flexibility and have no direct reports.

Responsibilities and Duties

- Deliver the highest level of service to candidates throughout the entire temporary services process to ensure a consistent, smooth, and welcoming experience
- Provides support services to include providing hiring manager with candidates that meet their desired qualification
- Communicate with and respond to candidates in a timely manner
- Document activities in applicant tracking system

Functional Area Outcomes

- Manage ability to meet fluctuating workforce needs with flexible workers
- Increase diversity/size of talent pipelines
- Improve number of rotational placements
- Strengthen temporary to permanent placement rate
- Decrease recruitment expenses
- Improve management experience with flexible staffing Improve dual career experience and support

Knowledge, Skills and Abilities

- Demonstrate excellent communication and presentation skills and ability to provide high level of customer service
- Work efficiently as part of a team as well as independently
- Exercise keen attention to detail in a fast paced environment
- Apply strong organizational skills and attention to detail
- Proactively communicate with search committee and candidates frequently
- Handle sensitive information with discretion and confidentiality
- Utilize computer proficiency and technical aptitude with leading applications (e.g., Microsoft Office)
- Apply strong problem solving skills to thoughtfully and tactfully navigate barriers to progress
- Manage projects simultaneously while working under pressure to meet deadlines

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or an affiliated health system

Required Education: Bachelor's degree

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

Senior Recruiter

Position Summary

The Sr. Recruiter position is a vital role designed to provide best in class talent recruitment services to support the University of Virginia. This position is responsible for assisting with a variety of recruitment activities. The incumbent identifies and actively builds candidate networks through proactive outreach and works closely with colleagues and HR Business Partners through the full life cycle of recruitment from the creation of the search strategy to contract negotiations to ensure success of recruiting efforts. The Sr. Recruiter will create an environment of trust with hiring managers, search chairs, search committees, stakeholders and candidates, while providing a consistent level of service for all candidates and improving time to hire and retention. The incumbent will report to the HR Manager for their assigned function and will not have direct reports.

Responsibilities and Duties

- Identify and actively build candidate networks through proactive outreach. Establish and maintain relationships with active and potential candidates
- Provide insight, direction and oversight to hiring managers, stakeholders, Search Committee Chairs, and Committee members
- Provide Search Committee Chair and Committee members with clear recruitment toolkit and advise on best practices for increasing diversity through available EOCR and other resources
- Stay current with relevant industry trends and participate in best practice discussions with team and Director. Assist in positioning UVA as a leader in recruitment and candidate experience
- Monitor and drive progress on searches, identifying and removing barriers in coordination with hiring managers, Search Committees, and HR business partners
- Utilize candidate relationship management technology to enhance searches and evaluate assigned customer satisfaction

Functional Area Outcomes

- Decrease time to fill a position (emphasis on right candidate)
- Increase diversity and size of applicant pools
- Increase job offer acceptance rate
- Decrease recruitment expenses
- Improve management experience with hiring process
- Improve candidate experience with hiring process
- Increase employee retention in first six (6) months

Knowledge, Skills and Abilities

- Demonstrate excellent communication and presentation skills and ability to provide high level of customer service
- Establish credibility and influence key stakeholders
- Apply strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
- Manage projects simultaneously while working under pressure to meet deadlines
- Display strong organizational skills and attention to detail
- Establish credibility and influence key stakeholders. Utilize knowledge of pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting talent recruitment

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Experience working for a 4-year higher education institution and/or affiliated health system

Required Education: Bachelor's degree

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR

Required Computer Applications: MS Office, HR systems, and Applicant Tracking Systems

Director, HR Talent Management

Position Summary

The Director, HR Talent Management (TM) position is a strategic role designed to manage best in class Talent Management services to support the University of Virginia by leading and overseeing all strategic initiatives across the Talent Management team. This Director-level position is responsible for setting the overarching Talent Management strategy, and ensuring alignment of TM strategies to overall organizational and HR goals, and with key stakeholders. The position will manage TM teams to ensure value add, quality programs and execution, and will evaluate ROI within each functional area by managing continuous improvement activities. The incumbent will report to the AVP, HR Talent and manage a team of Managers for L&D / OD, Talent Planning, and Performance Management / Rewards & Recognition.

Responsibilities and Duties

- Develop Talent Management strategies with TM functional area leaders and ensure alignment with key stakeholders (i.e., HR leaders, HRBPs, and other CEO leaders)
- Conduct meetings with Talent Management leaders to understand needs and requests; outline, discuss and agree on Talent Management goals, priorities, programs, and strategies; plan the supporting budgets and resource models; negotiate open items, and come to agreement before meeting with Associate VP of Talent
- Determine Talent Management budget, in coordination with AVP, HR Talent, and allocate funds / resources appropriately
- Ensure compliance with policy, regulatory bodies, and accrediting agencies (e.g. Joint Commission, State of VA, Provost, etc.)
- Manage Talent Management teams to ensure value add, quality programs, and execution; evaluate ROI within each functional area; manage continuous improvement activities
- Create initiatives/programs and processes to drive standardization of Talent Management across entities for similar populations, with considerations for differences where necessary
- Communicate strategies to broader stakeholders, as required
- Stay abreast of industry trends and best practices

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Differentiate and improve individual performance
- Support talent readiness and career mobility

- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths

Knowledge, Skills and Abilities

- Translate complex information and provide highly specialized advice in the area of Talent Management; display mastery of program information; serve as known expert in subject matter; display broad knowledge and understanding of HR functional areas
- Demonstrate capability to design, manage, and implement Human Resources programs to fulfill state and federal policies and other regulations; conduct activities and make decisions according to ethical standards
- Present history of planning and/or directing technology efforts and/or programs; identify data needed for reports; ensure reports accurately capture and present information appropriate to the audience
- Demonstrate masterful sophistication in all communication efforts; communicate information successfully to all levels of the institution, including University leadership, faculty, management, staff, and other University community members; engage in on-going dialogue
- Display track-record of building, leading, motivating, and assessing diverse teams, including experienced and junior professionals; hold employees accountable for individual results and drive overall effectiveness of functional area
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 7 years of relevant experience

Preferred Experience: 10 years of progressive human resources experience

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Associate

Position Summary

The HR Associate position is a vital role designed to provide best in class Talent Management (TM) services to support the University of Virginia. This Associate-level position is responsible for coordinating logistics for University-wide talent management initiatives, such as touchpoints on annual performance management cycle and large-scale rewards and recognition events (e.g. Service Awards) as well as learning management system activities and assisting with a variety of Workday and technical training/compliance initiatives. The position will help facilitate vendor and contractual requirements related to rewards & recognition, run performance reports, and track compliance, as requested. All HR Associates will flex and assist other HR Associates in Talent Management, as cyclical calendar needs and programmatic demands dictate, and will not have direct reports.

Responsibilities and Duties

- Provide administrative support and calendar management for Talent Management leadership
- Organize and track TM resources and equipment (e.g., laptops, cell phones, etc.); order supplies and handle basic financial processes
- Provide basic level support and reporting to Administrative users (e.g., create accounts, modify system preferences, customize settings); create and maintain user profiles, including security groups and access privileges
- Coordinate internal and off-site facilities (e.g., Pinn Hall, JPJ) for Talent Management functions
- Flexibility to assist other HR Associates in Talent Management, as cyclical calendar needs and programmatic demands dictate

Area Specific Responsibilities and Duties

Talent Planning:

- Run confidential reports, as needed for Talent Planning team
- Work with Talent Planning team to coordinate training materials for their respective initiatives
- Partner with Talent Management leaders to coordinate onboarding processes for their new team members

Workday:

- Work with HR Specialist, Workday/Health System Technical Training to coordinate training materials following each Workday tenant release
- Run learning reports and track compliance, as requested by L&D/Org Dev team
- Enroll employees in Workday training and other compliance tracking, to include clinical competencies, new hire and annual retraining modules, and running appropriate reports
- Assign and track eLearning requirements for new hires; manage “people groups” for learning campaigns and compliance tracking

- Provide input on the development of all LMS functions, including course uploads, testing, assignments, and provide support for internally produced, as well as 3rd party course content

LMS:

- Work with HR L&D Consultant team to coordinate training materials for their initiatives
- Run learning reports and track compliance, as requested by L&D/Org Dev team
- Assign and track eLearning requirements for new hires; manage “people groups” for learning campaigns and compliance tracking. Provide input on the development of all LMS functions, including course uploads, testing, assignments, and provide support for internally produced, as well as 3rd party course content
- Help to facilitate vendor and contractual requirements related to learning content

Functional Area Outcomes

- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills, and Abilities

- Follow set policies and procedures; adhere to regulatory guidelines in daily work
- Independently research topics; manage files and records
- Demonstrate thoughtful and appropriate oral and written communication in daily interactions
- Follow directions and work effectively as part of a team; demonstrate respect for employees and confidential material
- Display knowledge of basic computer applications and various database and software programs
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 1 year of relevant experience

Required Education: Bachelor's degree

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

HR Consultant, Learning and Development

Position Summary

The HR Consultant, L&D position is a vital role designed to provide best in class Talent Management services to support the University of Virginia. This Consultant-level position is responsible for assisting with a variety of Learning & Development activities focused on the Academic / Administration Divisions and Health System. This position will manage competency models (Technical and University-wide) as the foundation for professional and clinical development. The incumbent will report to the HR Manager, L&D / Organizational Development and will not have direct reports.

Responsibilities and Duties

- Collaborate with HRBPs to conduct needs assessments to identify L&D needs by unit
- Collaborate with the Talent Planning teams to create a development repertoire that addresses succession and career pathing needs and meets L&D needs
- Facilitate open enrollment and targeted learning for staff population, to include education for Talent Planning (e.g. PM and Orientation)
- Execute blended curriculums for L&D programs aligned with organizational priorities and competencies
- Stay abreast of advances in learning technologies, tools, and delivery programs
- Respond to and resolve escalations from HR Solution Center teams
- Enable an LMS system that provides an integrated view of all required courses/certifications by individual; maintain data in LMS system to inform automated notifications on training requirements and provide an integrated view of compliance requirements
- Manage eLearning content, which can include researching and making purchasing recommendations, incorporating content into blended learning offerings, developing new learning material, etc.
- Execute on Employee Engagement process/strategy (philosophy, education, survey administration, reporting, back-end strategies, etc) in partnership with Talent Planning

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Display sound knowledge of HR functions and practices, with a specific focus on Learning & Development; synthesize information, provide advice, and address needs independently
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Navigate University databases and systems and collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions; clearly articulate specific information with a specific focus on Learning & Development
- Work independently and as part of a team; complete tasks without immediate supervision; work with senior leaders to accomplish goals; display ability to lead, train, and functionally supervise
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Required Education: Bachelor's degree

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

HR Consultant, Organizational Development

Position Summary

The HR Consultant, Organizational Development (OD) position is a vital role designed to provide best in class Talent Management services to support the University of Virginia's Academic / Administration Divisions or Health System. This Consultant-level position is responsible for providing critical value to a wide variety of the University of Virginia's schools, units or organizations through delivery of Organizational Development initiatives and directives. This position is also accountable for the planning and execution of organizational development activities. The incumbent will report to the HR Manager, L&D/Organizational Development and will not have direct reports.

Responsibilities and Duties

- Collaborate with HRBPs to conduct needs assessments to identify OD needs by unit, school, or organization
- Collaborate with the Talent Planning teams to create a development repertoire that addresses succession and career pathing needs that meet L&D requirements
- Administer OD programs with HR Sr. Consultants, OD as required, in coordination with HRBPs
- Take direction from the HR Sr. Consultant, OD to manage the intake process, and on the design and facilitation of special requests or ad-hoc consultation
- Stay abreast of advances in learning technologies, tools, and delivery programs
- Respond to and resolve escalations from HR Solution Center teams
- Execute on employee engagement processes and strategy (i.e., vendor selection, philosophy, education, survey administration, reporting, back-end strategies) in partnership with Talent Planning
- Facilitate team building and conduct process improvement initiatives
- Provide leadership coaching for action planning
- Primary focus will be on either the Academic / Administration Divisions or the Health System programs and initiatives, but with the flexibility to assist the other OD team as needed

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Display sound knowledge of HR functions and practices, with a specific focus on Organizational Development; synthesize information, provide advice, and address needs independently
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Navigate University databases and systems and collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions; clearly articulate specific information with a specific focus on Organizational Development
- Work independently and as part of a team; complete tasks without immediate supervision; work with senior leaders to accomplish goals; display ability to lead, train, and functionally supervise
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Experience working in a Health System and/or higher education

Required Education: Bachelor's degree

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

HR Manager, Learning & Development/ Organizational Development

Position Summary

The HR Manager, Learning & Development / Organizational Development (L&D/OD) position is a strategic role designed to manage best in class Talent Management services to support the University of Virginia. This Manager-level position is responsible for leading and overseeing all strategic initiatives across the L&D/OD team. This position oversees a team of HR professionals responsible for preparing, producing, and delivering workforce and training needs for its customers. Successful execution of this position will include effective delivery of programs, policies, trainings, and efforts aligned to the broader vision and objectives of the University of Virginia. The incumbent will report to the Director, HR Talent Management and lead a team of L&D, Organizational Development, and technical training professionals.

Responsibilities and Duties

- Set overarching L&D/OD strategy; develop Talent Management strategies with respective teams and ensure alignment with key stakeholders (i.e., HR leaders, HRBPs, and other COE leaders)
- Create programs, initiatives and processes within respective functional areas to drive standardization of Talent Management across entities for similar populations, with considerations for differences where necessary
- Provide oversight and accountability for a team of HR professionals focused on all aspects of L&D, Workday and technical training, as well as a team of organizational development professionals, to ensure value add, quality programs and execution
- Ensure alignment of L&D/OD functional area strategies to overall organizational goals and TM objectives; evaluates ROI within each functional area; manage continuous improvement activities
- Following each Workday tenant release, provide guidance to the HR Supervisor, Workday/Technical Training regarding necessary technical training updates
- Approve functional area budget and allocate resources appropriately
- Hold touch-point meetings with direct reports to review performance, budget needs, and address new topics; offer counsel and request corrective action as required; intervene, if necessary, to drive improvements
- Ensure, as required, necessary coordination and collaboration with other University stakeholders, COE functions and customers
- Represent Talent Management programs, specifically L&D/OD, and share ROI with senior leadership, as required; communicate L&D/OD strategies to broader stakeholders, as required
- Ensure compliance with policy, regulatory bodies, and accrediting agencies (e.g. Joint Commission, State of VA, Provost, etc.); stay abreast of industry trends and best practices

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities
- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills and Abilities

- Display extensive knowledge and mastery of the specific HR disciplines of Learning & Development and Organizational Development; synthesize information, provide advice, and address needs independently
- Design, manage, and implement HR programs to fulfill state and federal policies and regulations; conduct activities and make decisions according to ethical standards
- Plan and/or direct the implementation and modification of technological efforts; collect, analyze, and interpret data to prepare policies and plans for senior University leaders
- Demonstrate masterful oral and written communication in management guidance, policy documentation, and education efforts; clearly articulate specific, complex ideas to a general audience, in multiple forums; collect, analyze, and interpret information for senior University leaders
- Demonstrate experience building, leading, motivating, and assessing teams; hold employees accountable for individual results and drive functional area effectiveness of their respective programs.
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience: 7 years of progressive human resources experience

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Manager, Performance Management/ Rewards & Recognition

Position Summary

The HR Manager, Performance Management / Rewards & Recognition (PM/R&R) position is a strategic role designed to manage best in class Performance Management as well as Rewards & Recognition programs to support the University of Virginia. This Manager-level position is responsible for leading and overseeing all strategic initiatives across the Performance Management and Rewards & Recognition teams to ensure value add programs and execution. This position will also create initiatives, programs and processes within Performance Management / Rewards & Recognition to drive standardization of these areas across the University for similar populations, with considerations for differences where necessary. The incumbent will report to the Director, HR Talent Management and will lead a team of HR Sr. Consultants and HR Specialists.

Responsibilities and Duties

- Set overarching Performance Management strategy and execute on initiatives, programs and processes to drive standardization of these areas across entities for similar populations, with considerations for differences where necessary
- Provide oversight and accountability for the Performance Management and Rewards & Recognition teams to ensure value add, quality programs, and execution
- Hold touch-point meetings with direct reports to review performance, budget needs, and address new topics; offers counsel, and request corrective action as required; intervene, if necessary, to drive improvements
- Ensure alignment of Performance Management and R&R functional area strategies to overall CoE objectives
- Approve functional area budget and allocate resources appropriately
- Evaluate ROI within respective functional areas; manage continuous improvement activities
- Represent Performance Management and R&R programs and share ROI and strategies with senior leadership and broader stakeholders, as required
- Ensure compliance with policy, regulatory bodies and accrediting agencies (e.g. Joint Commission, State of VA, Provost, etc.)
- Stay abreast of industry trends and best practices, in PM/R&R specifically

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities
- Differentiate and improve individual performance
- Support talent readiness and career mobility

- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills and Abilities

- Display a deep knowledge and mastery of Performance Management and Rewards & Recognition policies and practices; synthesize information, provide advice, and address needs independently
- Ensure alignment of PM and R&R programs with University, state, and federal policies and regulations; conduct activities and make decisions according to ethical standards
- Plan and/or direct implementation and modification of technological efforts related to the PM and R&R processes; collect, analyze, and interpret data to prepare policies and plans for senior University leaders
- Demonstrate outstanding oral and written communication in management guidance, policy documentation, and education efforts; clearly articulate complex ideas to a general audience, in multiple forums; advise other professionals on policy and procedures
- Demonstrate experience building, leading, motivating, and assessing small professional teams; lead, train, and functionally supervise employees and mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience: 7 years of progressive human resources experience

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Manager, Talent Planning

Position Summary

The HR Manager, Talent Planning position is a strategic role designed to manage best in class Talent Planning-related activities to support the University of Virginia. This Manager-level position is responsible for leading and overseeing all strategic initiatives across the Talent Planning team. Functions within the team include Onboarding, Workforce Planning, Succession and Career Services. The Manager will work with Talent Management leadership to align Talent Planning operational requirements to broader Talent Management and HR goals, and manage continuous improvement activities. The position will also provide day-to-day managerial support and lead formal employee actions for the Talent Planning team to ensure value add, quality programs, and execution. The incumbent will report to the Director, HR Talent Management and lead a team of Talent Planning HR professionals.

Responsibilities and Duties

- Design an overarching Talent Planning strategy for a relatively new and evolving culture
- Create initiatives, programs and processes within respective functional areas to drive standardization of Talent Management across entities for similar populations, with considerations for differences where necessary
- Provide oversight and accountability for a Talent Planning team comprised of two Sr. Consultants focused on Workforce Planning, a team of HR Specialists focused on Onboarding/Career Services, and an HR Associate, to ensure execution of quality programs
- Ensure alignment of respective functional area strategies to overall organizational goals and objectives; approve functional area budgets and allocate resources appropriately
- Evaluate ROI within each functional area; manage continuous improvement activities
- Develop Talent Planning strategies with respective teams and ensure alignment with key stakeholders (i.e., HR leaders, HRBPs, and other COE leaders)
- Hold touch-point meetings with direct reports to review performance, budget needs, and address new topics; offer counsel, and request corrective action as required; intervene, if necessary, to drive improvements
- Ensure, as required, necessary coordination and collaboration with other University stakeholders, HR COEs and customers
- Represent Talent Management programs, specifically those within Talent Planning, and share ROI with senior leadership, as required; communicate Talent Planning strategies to broader stakeholders, as required
- Ensure compliance with policy, regulatory bodies and accrediting agencies (e.g. Joint Commission, State of VA, Provost, etc.); stay abreast of industry trends and best practices

Functional Area Outcomes

- Improve employee engagement

- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities
- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills and Abilities

- Master Talent Planning policies and practices; synthesize information, provide advice, and address needs independently
- Ensure alignment of Talent Planning programs with University, state, and federal policies and regulations; conduct activities and make decisions according to ethical standards
- Plan and/or direct implementation and modification of technological efforts related to Talent Planning processes; collect, analyze, and interpret data to prepare policies and plans for senior University leaders
- Demonstrate outstanding oral and written communication in management guidance, policy documentation, and education efforts; clearly articulate complex ideas to a general audience, in multiple forums; advise other professionals on policy and procedures
- Build, lead, motivate, and assess small professional teams; lead, train, and functionally supervise employees and mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience: 7 years of progressive human resources experience

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Senior Consultant, Learning and Development

Position Summary

The HR Sr. Consultant, L&D position is a vital role designed to provide best in class Talent Management services to support the University of Virginia. This Sr. Consultant-level position is responsible for designing and facilitating a variety of Learning & Development activities focused on Health System and the Academic/Administration Divisions. This position will also develop competency models (Technical and University-wide) as the foundation for professional and clinical development. The incumbent will report to the HR Manager, L&D/Organizational Development and will not have direct reports.

Responsibilities and Duties

- Ensure ongoing sharing and alignment in thinking and resources with team of Organizational Development Consultants; as requested, develop and support learning and development programs customized for the respective area(s)
- Partner with Organizational Development Consultants to incorporate elements of the coaching program into curricula design
- Ensure that University-wide competency model provides value to all functional areas
- Evaluate effectiveness of L&D programs and revise as required
- Partner with Talent Planning to develop an integrated L&D strategy based on needs assessment conducted by HR Consultant, L&D
- Partner with Instructional Designers to design blended curriculums for L&D programs aligned with organizational priorities and competencies
- Collaborate with HRBP and R&R to develop post-engagement survey strategies
- Develop an integrated L&D strategy to address different job families and populations

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Display proficiency in all of the duties at HR Consultant, L&D level and perform any of these functions as needed; stay abreast of advances in learning technologies, tools, and delivery programs

- Display sound knowledge of HR functions and practices, with a specific focus on Learning & Development; synthesize information, provide advice, and address needs independently; display advanced knowledge of institution history and practices within this subject matter area
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Navigate University databases and systems and collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions; clearly articulate specific information with a specific focus on Learning & Development; advise other professionals on policy and procedures
- Work independently and as part of a team; complete tasks without immediate supervision; work with senior leaders to accomplish goals; display ability to lead, train, and functionally supervise; mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Senior Consultant, Organizational Development

Position Summary

The HR Sr. Consultant, Organizational Development (OD) position is a vital role designed to provide best in class organizational development services to support the University of Virginia's Academic / Administration Divisions or the Health System. This Sr. Consultant-level position is accountable for the planning and execution of organizational development activities for the University. This Sr. Consultant-level position will conduct organizational needs assessment to identify improvement opportunities at the systematic level, and serve as a consultative liaison between front-line operations and the Talent Management function. Successful execution of this position will include effective delivery of programs, policies and efforts aligned to the broader vision and objectives of the University of Virginia. The incumbent will report to the HR Manager, L&D/Organizational Development and will not have direct reports.

Responsibilities and Duties

- Support learning and development programs at the local level where they will be directly embedded in order to specifically address different job families and populations
- Partner with the appropriate areas within the Talent Community of Expertise (e.g. Recruitment, L&D) in a consultative fashion to advise, and in some cases execute on, large scale systematic events
- Develop and manage a process for school, unit, or organization intake for customized engagements to determine the appropriate learning solution
- Manage the design and ongoing maintenance tracking of a coaching program, to include external coaching vendors; develop and facilitate leadership coaching (internal and external) programs
- Ensure that University-wide competency model provides value to all functional areas
- Execute the OD strategy by identifying programs and how they will be delivered (internally or externally)
- Collaborate with HRBP and R&R to develop post-engagement survey strategies
- Primary focus will be on either the Academic / Administration Divisions or the Health System programs and initiatives, but with the flexibility to assist the other OD team as needed

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Display proficiency in all of the duties at HR Consultant OD level and perform any of these duties as needed; stay abreast of advances in learning technologies, tools, and delivery programs
- Display expert knowledge of HR functions and practices, with a specific focus on Organizational Development; synthesize information, provide advice, and address needs independently; demonstrate advanced knowledge of institution history and practices within this subject matter area
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Navigate University databases and systems and collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions and clearly articulate complex, specific information in the area of Organizational Development; advise other professionals on policy and procedures
- Work independently and as part of a team; display a track-record of successfully working with senior leaders to accomplish goals; display ability to lead, train, and functionally supervise and to mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: Experience working in a Health System and/or higher education

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Senior Consultant, Performance Management

Position Summary

The HR Sr. Consultant, Performance Management (PM) position is a vital role designed to provide best in class Performance Management services to support the University of Virginia. This Sr. Consultant-level position is responsible for effective design of programs, policies, and efforts aligned to the broader vision and objectives of the University of Virginia. This position will also be responsible for developing educational programs and resources that support ongoing execution of successful performance dialogue. The incumbent will report to the HR Manager, Performance Management/Rewards & Recognition and will not have direct reports.

Responsibilities and Duties

- Establish Performance Management strategic goals in alignment with Talent Management objectives
- Oversee the development and refinement of performance management frameworks and processes
- In partnership with HR Leadership, HRBPs, and Talent Management leadership, conduct the following: (customizing as relevant for the different populations)
 - Ensure standard processes, criteria, and definitions
 - Bring leading practices to review and enhance performance management strategy and process
 - Identify operational improvements on an on-going basis
- Design significant supporting resources and provides guidance for HRBPs, to include calibration discussions with leadership, ongoing coaching, and reinforcing UVA's overarching philosophy of ongoing Performance Management
- Partner with IMPACT to analyze trends; provide inputs to aid WFP analytics and strategy
- Partner with Learning & Development team to design educational programs for the ongoing performance management cycle for staff and leaders
- Primary focus will be on either the Academic / Administration Divisions or the Health System programs and initiatives, but with the flexibility to assist the other PM team as needed

Functional Area Outcomes

- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills, and Abilities

- Display expert knowledge of HR functions and practices with a specific focus on Performance Management; synthesize information, provide advice, and address needs independently; demonstrate advanced knowledge of institution history and practices within this subject matter area
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Navigate University databases and systems and to collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions; clearly articulate specific information with a specific focus on Learning & Development; advise other professionals on policy and procedures
- Work independently and as part of a team; complete tasks without immediate supervision; work with senior leaders to accomplish goals; lead, train, and functionally supervise; mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: Experience working in a Health System and/or higher education

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Senior Consultant, Workforce Planning

Position Summary

The HR Sr. Consultant, Workforce Planning (WFP) position is responsible for developing and designing a variety of Workforce Planning activities for the University of Virginia's Academic / Administration Divisions or Health System. This Sr. Consultant-level position will develop plans to close existing knowledge, skill, and capability gaps as well as coordinate the execution of workforce plans with the Talent Recruitment team. The HR Sr. Consultant will also maintain job families and career paths. The incumbent will report to the HR Manager, Talent Planning and will not have direct reports.

Responsibilities and Duties

- Establish Workforce Planning strategic goals in alignment with Talent Management objectives
- Develop organizational philosophy and strategy in partnership with HRBP and leadership; special consideration given to groups with pre-existing requirements
- Design processes, role requirements, and supporting educational and technology resources
- Distribute workforce plans for HRBPs to populate
- Identify gaps and high level plans to close the gaps, and communicates to Learning and Development and Talent Recruitment as needed
- Analyze workforce trends and make appropriate recommendations at the local and systematic level
- Deliver succession planning programs to drive development and mentorship for individuals and/or specific populations identified
- Partner with IMPACT to design employee talent profile and access to workforce data, based on role and other criteria
- Develop and provide input on report format on associated analytics
- Partner with appropriate constituents (i.e., HRBP, leadership) to research industry trends
- Assist Talent Recruitment in partnering with local schools and businesses for pipeline programs
- Partner with Talent Recruitment to administer position control and posting processes
- Primary focus will be on either the Academic / Administration Divisions or the Health System programs and initiatives, but with the flexibility to assist the other WFP team as needed

Functional Area Outcomes

- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills, and Abilities

- Display expert knowledge of HR functions and practices with a specific focus on Workforce Planning; synthesize information, provide advice, and address needs independently; demonstrate advanced knowledge of institution history and practices within this subject matter area
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Navigate University databases and systems and collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions; clearly articulate specific information with a specific focus on Learning & Development; advise other professionals on policy and procedures
- Work independently and as part of a team; complete tasks without immediate supervision; work with senior leaders to accomplish goals; display ability to lead, train, and functionally supervise; mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: Experience working in a Health System and/or higher education

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Specialist, Onboarding/Career Services

Position Summary

The HR Specialist, Onboarding/Career Services position is a vital role designed to provide best in class onboarding and career services to support the University of Virginia, to include monitoring effectiveness of onboarding and orientation processes as well as creating and updating career services and orientation materials. This Specialist-level position is responsible for facilitating a shared Day One orientation experience, and conduct departmental-specific tasks beyond centralized onboarding. The position will also monitor effectiveness of orientation and onboarding programs, manage mechanisms to measure new hire experience and leadership participation and relevance, and manage a portfolio of resources to support and facilitate staff career progression. The incumbent will report to the HR Manager, Talent Planning and will not have direct reports.

Responsibilities and Duties

- Create and update orientation materials, to include university and new employee basics, self-service guidelines, e-learning, etc.; solicit input from schools, units and organizations
- Facilitate shared Day One onboarding experience; coordinate Day One logistics (i.e., parking, external facilitators, lunch)
- Provide checklists and on-boarding essentials for individual schools, units and organizations to conduct departmental-specific tasks beyond centralized Day One onboarding
- Monitor onboarding processes and make any necessary changes or updates to ensure distributed responsibilities and shared ownership
- Monitor effectiveness of orientation and onboarding program; manage mechanisms to measure new hire experience and leadership participation and relevance
- Conduct Solution Center audit to ensure that onboarding and benefits paperwork is packaged professionally and sent to new employees in a timely manner
- Partner with Communications and Talent Recruitment to maintain relevant information on new hire/onboarding website (internal & external facing)
- Manage a portfolio of resources to support and facilitate staff career progression
- Configure pre-boarding software, in partnership with HR Solution Center, to include all of the necessary components
- Respond to and resolve escalations from HR Solution Center
- Primary focus is on Onboarding/Career Services but can flex to assist the HR Specialist, Reward & Recognition team as needed

Functional Area Outcomes

- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills, and Abilities

- Evaluate and apply information and provide advice, specifically related to Onboarding and Career Services
- Display working knowledge of current HR practices; analyze and present information
- Demonstrate excellent oral and written communication in daily interactions
- Work independently and as part of a team; provide direct support to leaders as needed; complete tasks without immediate supervision
- Demonstrate proficiency in various database and software programs
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

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

HR Specialist, Rewards & Recognition

Position Summary

The HR Specialist, Rewards & Recognition position is a vital role designed to provide best in class Rewards and Recognition services to support the University of Virginia. This Specialist-level position is responsible for developing and assisting with a variety of rewards and recognition activities, to include contributing to the overall design and administration of recognition programs. The position will execute on recognition programs connected to post-staff engagement survey results. The incumbent will report to the HR Manager, Performance Management / Rewards & Recognition and will not have direct reports.

Responsibilities and Duties

- Contribute to the overall designs and administration of repertoire of recognition programs to include: URewards (peer recognition), Thank U (milestones, service awards), and Uteam
- Partner with HR Manager, PM/R&R and the Learning & Development team to determine the needs and strategy for recognition programs
- Execute on recognition programs connected to post-staff engagement survey results
- Collaborate with HRBPs on a structured basis to identify employees for recognition
- Collaborate with IMPACT for recognition portals and Communications for website design and to roll-out recipient and broader communications
- Administer processes and projects with direction from Talent Management leadership; monitor process from conceptualization to implementation, and assist with managing the budgets for various events
- Perform research to select appropriate venue for events and identify appropriate target audience for all processes
- Use a pre-approved portfolio of vendors to select necessary development services, coordinate vendors for programs and events, and manage against vendor agreements
- Primary focus is on R&R but can flex to assist the HR Specialist, Onboarding/Career Services team as needed

Functional Area Outcomes

- Differentiate and improve individual performance
- Support talent readiness and career mobility
- Recognize employee contributions to UVA
- Increase percentage of jobs with defined career paths
- Elevate access and understanding of workforce analytics to foster effective decision making

Knowledge, Skills, and Abilities

- Evaluate and apply information and provide advice, specifically related to Rewards & Recognition
- Demonstrate a working knowledge of current HR practices
- Demonstrate excellent oral and written communication in daily interactions; analyze and present information
- Work independently and as part of a team, provide direct support to leaders as needed, and complete tasks without immediate supervision
- Display proficiency in various database and software programs
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

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

HR Specialist, Workday/Health System Technical Training

Position Summary

The HR Specialist Workday / Health System Technical Training position is a vital role designed to provide best in class technical training services to the support the University of Virginia. This Specialist-level position is responsible for assisting with a variety of workforce planning activities, such as developing plans to close existing knowledge, skill, and capability gaps and coordinate the execution of work force plans with Talent Recruitment. The position will also maintain job families and career paths. The incumbent will report to the Supervisor, HR Workday / Technical Training and will not have direct reports.

Responsibilities and Duties

- Design and execute Workday Training for University employees following each Workday tenant release
- Design and execute Health System regulatory training and compliance tracking, to include clinical competencies, new hire, and annual retraining modules
- Partner with the Learning & Development team to coordinate and create training materials following each Workday tenant release
- Respond to and resolve escalations from HR Solution Center teams
- In coordination with Learning & Development team, maintain an LMS system that provides an integrated view of all required courses/certifications by individual
- Manage eLearning content – purchasing recommendations, blended learning, content authoring, etc.

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Demonstrate sound knowledge of HR functions and practices, with a specific focus on Workday and Technical Training; synthesize information, provide advice, and address needs independently
- Demonstrate an advanced knowledge of federal, state, local and University policies and regulations; conduct activities and make decisions according to ethical standards; analyze and present information and maintain accurate and detailed records
- Demonstrate proficiency in computer applications and solid knowledge of various database and software programs; collaborate with technology professionals
- Demonstrate excellent oral and written communication in daily interactions
- Work independently and as part of a team; complete tasks without immediate supervision and work with senior leaders to accomplish goals; display ability to lead, train, and functionally supervise
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

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

HR Supervisor, Workday/Technical Training

Position Summary

The HR Supervisor Workday/Technical Training position is a strategic role designed to manage best in class Talent Management services to support the University of Virginia. This Supervisor-level position is responsible for leading and overseeing all strategic initiatives across the Workday/Technical Training team. The position will oversee and manage the body of work and knowledge related to preparing, producing, and delivering relevant training materials. Successful execution of this position will require effective coordination of resources aligned to the broader vision and objectives of the University of Virginia. The incumbent will report to the HR Manager, L&D/Organizational Development and will lead a team of HR Technical Training professionals.

Responsibilities and Duties

- Set overarching Workday/Technical Training strategy and share ROI with senior leadership, as required; manage continuous improvement activities
- Provide oversight and accountability for the Workday/Technical Training body of work to ensure value add, quality programs and execution; proactively monitor Workday community to stay abreast of industry trends, best practices, and upcoming tenant releases in order to anticipate impact on the University's technology design
- Work with each respective functional area following each Workday tenant release to update living documents used for the purposes of training, to include web materials and other forms of electronic resources
- Ensure alignment of Workday/Technical Training functional area strategies to overall Talent Management objectives
- Approve functional area budget and allocate resources appropriately
- Hold touch-point meetings with direct reports to review performance, budget needs, and address new topics; offer counsel, and request corrective action as required; intervene, if necessary, to drive improvements
- Gather data from HR Solution Center and partner with IMPACT to improve technical usability based on end user requirements
- Ensure compliance with policy, regulatory bodies and accrediting agencies (e.g. Joint Commission, State of VA, Provost, etc.)
- Communicate Workday/Technical Training strategies to broader stakeholders, such as, but not limited to, Finance and decentralized learning community
- Partner with the constituents in the Health System in order to understand their needs around regulatory training and compliance tracking, to include clinical competencies, new hire, and annual retraining modules; oversee execution of this body of work

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Display a deep knowledge of Workday capabilities and processes as well as technical training best practices; master program information; synthesize information, provide advice, and address needs independently
- Align technical training programs and materials with University, state, and federal policies and regulations; conduct activities and make decisions according to ethical standards
- Plan and/or direct implementation and modification of all technological efforts related to Workday and HR processes; collect, analyze, and interpret data to prepare policies and plans for senior University leaders
- Demonstrate outstanding oral and written communication in management guidance, policy documentation, and education efforts; clearly articulate complex ideas to a general audience, in multiple forums; advise other professionals on policy and procedures
- Mentor junior professionals
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Required Education: Bachelor's Degree

Preferred Education: Master's degree

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

Instructional Designer

Position Summary

The Instructional Designer position is a vital role designed to support implementation of L&D, Technical Training, and Talent Planning functions through the design of supporting resources and tools, and maintain instructional design standards and guidelines. This position will determine appropriate learning vendors, manage purchased content, and support the enablement of the LMS functions through process and technology, in collaboration with the IMPACT and Decision Support team. The Instructional Designer will also design job aids and supporting materials for instructor-led classes, large-scale events, and other electronic forms of communication and learning. This position will also document detailed LMS processes, standard operating procedures, and desktop procedures. Depending on assignment, the incumbent will either report to the HR Manager, L&D / Organizational Development or the HR Supervisor, Workday/Technical Training and will not have direct reports.

Responsibilities and Duties

- Support the implementation of L&D, Technical Training, and Talent Planning functions through the design of supporting resources and tools, and maintain instructional design standards and guidelines
- Design learning and development experiences (both eLearning and instructor led) and partner with internal SMEs when needed to design content and support effective eLearning and facilitation skills
- Determine appropriate learning vendors, manage purchased content, and support the enablement of the LMS functions through process and technology, in collaboration with IMPACT (e.g., social learning, webinar)
- Design job aids and supporting materials for instructor-led classes, large-scale events, and other electronic forms of communication and learning, as well as document detailed learning management system processes, standard operating procedures, and desktop procedures
- Conduct needs assessments through ADDIE principles and formulate recommendations for effective self-paced learning experiences
- Apply deep understanding and best practices of adult learning principles, tools and technology, to include eLearning; partner with L&D on new and blended learning methodologies to appeal to different learning types
- Leverage appropriate eLearning tools (e.g., Captivate, Tin Can, etc.) necessary to conduct business outside of the Workday platform, to include managing social and collaborative learning platforms (e.g., WebEx)
- Design standard work for internal and external access, privileges, and Admin accounts
- Participate in Workday LMS and Core HR enhancements, in conjunction with technology releases

Functional Area Outcomes

- Improve employee engagement
- Increase retention of high potential employees
- Enhance operational outcomes and behaviors through developmental offerings
- Simplify access and reporting for learning activities

Knowledge, Skills, and Abilities

- Display a track-record in training design, development, and delivery as well as display a deep knowledge in software and new media design
- Coach others involved in training efforts; assess training needs and present information to University employees, faculty, and senior leaders
- Demonstrate excellent oral and written communication in daily interactions; clearly articulate complex material to a general audience
- Work independently and as part of a team; work with senior leaders to accomplish goals
- Display a strong understanding of adult learning theory and design
- Exemplify the University's educational mission, strategic aims, and programs

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Required Education: Bachelor's Degree

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

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

Employee Relations Consultant

Position Summary

The Employee Relations (ER) Consultant position is a vital role designed to provide best in class employee relations services to support the University of Virginia's Academic Division or the Health System. This Consultant-level position will work closely with HR professionals, leadership, and employees to resolve workplace issues and serve as a strategic, consultative partner for the assigned population. The Employee Relations Consultant's primary focus includes handling employee relations investigations, providing advanced advice and counsel to HR professionals and leadership on workplace issues, policy interpretation and application of the progressive disciplinary process that includes informal counseling, formal discipline, and the grievance procedure process. The incumbent will report to the HR Manager within the Academic Division or Health System and will not have direct reports.

Responsibilities and Duties

- Serve as internal consultant to all levels of management and staff on the appropriate administration of human resource policies, practices, and procedures to ensure consistent, equal, and fair treatment of all employee
- Conduct on-site investigations. Prepare questions, evaluate the information collection and make recommendations to appropriate manager as to the resolution of the cases
- Provide advice and counsel to HR professionals and managers on workplace issues regarding policy interpretation and application, and the progressive disciplinary process that includes informal levels of counseling, formal discipline and the grievance procedure process
- Prepare thorough documentation of audits, meetings, and inquiries to maintain accurate employee relations case logs for historical and reporting purposes
- Handle "serious" cases/investigations (e.g. workplace violence, harassment, discrimination, gross misconduct and fitness for duty), and work with University Police, Faculty Employee Assistance Program and other University entities for immediate intervention
- Mediate employee problems and provide structure for informal negotiations that promote a "win-win" resolution for all parties
- Contribute to the continued improvement of the health of the organization by monitoring performance indicators, such as levels of grievances, disciplines and disputes and developing initiatives and solutions in collaboration with other HR colleagues to enable positive trends
- Participate in and/or lead special projects to support employee relations, compliance, and reporting
- Represent the Agency in Grievance proceeding as necessary

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

- Carry out responsibilities with a sense of urgency with all issues as appropriate, honoring confidentiality of cases and personnel data, and managing sensitive information with discretion, integrity and respect
- Design and implement programs, policies and practices to ensure that the employer complies with federal, state, and local HR regulatory requirements
- Handle complex ER cases and matters, and interfacing effectively with all levels within an organization to deliver strong pragmatic consultation
- Exercise autonomy, independent judgment and decision-making, provide sound reasoning for recommendations, and balance information to resolve issues and mitigate risk
- Serve as internal consultant to all levels of management and staff on the appropriate administration of human resource policies, practices, and procedures to ensure consistency in application
- Effectively communicate ideas to coach and facilitate change at all levels
- Resolve complex problems and effectively communicate rationale with key stakeholders, while remaining sensitive to employee concerns and adapting to different, sometimes conflicting stakeholder needs
- Create and deliver training to employees and management groups
- Work effectively as a member of a team and with a wide range of employees, think quickly, and have an approachable nature

Required and Preferred Qualifications

Required Experience: 4 years of experience handling employee relation matters in a Human Resources/Employee Relations and or Employment Law role

Preferred Experience: 5 years of experience handling employee relation matters in a Human Resources and or Employment Law role

Required Education: Bachelor's degree

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

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

Senior Employee Relations Consultant

Position Summary

The Sr. Employee Relations (ER) Consultant position is a vital role designed to provide best in class employee relations services to either the University's Academic Division or the Health System. The Sr. Consultant will work closely with HR professionals, managers and employees to resolve workplace issues and serve as a strategic, consultative business partner for assigned areas. The primary focus of this position includes handling ER investigations, providing advanced advice and counsel to HR professionals and managers on workplace issues, policy interpretation and application of the progressive disciplinary process that includes informal counseling, formal discipline and the grievance procedure process. The Sr. ER Consultant acts as trusted advisors amongst other ER Consultants and executive leadership. Autonomy of Sr. ER Consultants is high, given the expertise they demonstrate in the performance of their roles. The incumbent will report to either the HR Manager within the Academic Division or the Health System and will not have direct reports.

Responsibilities and Duties

- Serve as internal consultant to all levels of management and staff on the appropriate administration of human resource policies, practices, and procedures to ensure consistent, equal, and fair treatment of all employees
- Take a lead role in providing support, training, guidance and development of staff on the HR/ER Team with the aim to develop a body of knowledge amongst the team
- Assist the ER Manager by developing ER tools for field HR partners to utilize and develop training for managers and employees to mitigate risks and to promote a more engaged workforce
- Conduct on-site investigations. Prepare questions, evaluate the information collection and make recommendations to appropriate manager as to the resolution of the cases
- Provide advice and counsel to HR professionals and managers on workplace issues regarding policy interpretation and application, and the progressive disciplinary process that includes informal levels of counseling, formal discipline and the grievance procedure process
- Prepare thorough documentation of audits, meetings, and inquiries to maintain accurate employee relations case logs for historical and reporting purposes
- Handle "serious" cases/investigations (e.g. workplace violence, harassment, discrimination, gross misconduct and fitness for duty), and works with University Police, Faculty Employee Assistance Program and other University entities for immediate intervention
- Mediate employee problems and provide structure for informal negotiations that promote a "win-win" resolution for all parties
- Contribute to the continued improvement of the health of the organization by monitoring performance indicators, such as levels of grievances, disciplines and disputes and developing initiatives and solutions in collaboration with other HR colleagues to enable positive trends
- Participate in and/or lead special projects to support employee relations, compliance, and reporting
- Represent the Agency in Grievance proceeding as necessary

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

- Carry out responsibilities with a sense of urgency with all issues as appropriate, honoring confidentiality of cases and personnel data, and managing sensitive information with discretion, integrity and respect
- Design and implement programs, policies and practices to ensure that the employer complies with federal, state, and local HR regulatory requirements
- Handle complex ER cases and matters, and interfacing effectively with all levels within an organization to deliver strong pragmatic consultation
- Serve as a mentor to the ER consultant team
- Exercise autonomy, independent judgment and decision-making, provide sound reasoning for recommendations, and balance information to resolve issues and mitigate risk
- Serve as internal consultant to all levels of management and staff on the appropriate administration of human resource policies, practices, and procedures to ensure consistency in application
- Effectively communicate ideas to coach and facilitate change at all levels
- Resolve complex problems and effectively communicate rationale with key stakeholders, while remaining sensitive to employee concerns and adapting to different, sometimes conflicting stakeholder needs
- Create and deliver training to employees and management groups
- Work effectively as a member of a team and with a wide range of employees, think quickly, and have an approachable nature

Required and Preferred Qualifications

Required Experience: 5 years of experience handling employee relation matters in a Human Resources/Employee Relations and or Employment Law role

Preferred Experience: 7 years of experience handling employee relation matters in a Human Resources and or Employment Law role

Required Education: Bachelor's degree

Preferred Education: Master's degree

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