Note: Position descriptions are draft and not yet final. Position descriptions are subject to change.
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HR Specialist, Communications

Position Summary

The HR Specialist, HR Communications position is a vital role designed to provide best in class communications support services to University of Virginia Human Resources. This Specialist-level position is responsible for assisting with a variety of Communications activities including writing, digital communications, and design. The position includes maintaining the implementation timeline, making program recommendations, and supporting the implementation of various HR communications that align with the University’s mission. The incumbent will report to the Sr. Director, HR Communications.

Responsibilities and Duties

- Coordinate content and design for HR website through a content management system (CMS) to ensure accuracy, usability, and consistency
- Coordinate topics, draft, and format content for HR communications needs including but not limited to web, social media, newsletters, leadership meetings, and all-employee meetings and print materials
- Design, layout, proof, and prepare files for print production or web posting, ensuring consistency with University brand standards. Monitor HR-related comments submitted to the HR website and respond to comments with input from subject matter experts and the HR Solution Center
- Manage carousel content calendar for Workday, as needed, to ensure content stays current and is archived. Contribute to newsletter production including writing, editing, and proofreading content
- Post and monitor content on various collaboration sites as needed such as SharePoint
- Assist with video and podcast production, including helping to plan and produce
- Participate in HR communications planning meetings and contribute ideas for improving or enhancing processes and content
- Participate in project planning meetings with HR subject matter experts and work with University communicators to create communications plans and draft content for employee engagement, total rewards, diversity & inclusion, employee relations, and other programs
- Interact with internal and external clients and vendors as needed

Functional Area Outcomes

- Create an HR communications approach that allows faculty, staff, and team members to easily recognize and relate to important HR messages
- Offer a communications strategy and support for all HR functions
- Maintain an easy-to-navigate, high-functioning, and accessible HR website
- Provide tailored key messages to targeted groups
- Utilize metrics for communication effectiveness that inform the message and approach, and reduce the number of customer inquiries after a communication
Knowledge, Skills and Abilities

- Coordinate and assist in a variety of programs and activities with direct supervision
- Coordinate or administer various aspects of the organization's compensation and benefit, recruitment, training, organization development, and employee relations programs. Utilize solid writing, client relations and project management skills
- Maintain a high level of energy and initiative
- Prioritize projects with competing deadlines
- Understand photography, editing, graphic design, and video production
  Work in social media platforms

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Required Education: Bachelor's degree

Preferred Computer Applications:

- Photoshop
- InDesign
- Drupal
- SharePoint
- Prezi
Senior Director, HR Strategic Initiatives

Position Summary

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

Responsibilities and Duties

Set Direction/Plan

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

Monitor/Execute/Manage

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

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

Lead Teams
• Lead, build, and retain an engaged, committed and excellent team: Establish clear and reasonable stretch goals for team members. Actively promote a culture of accountability and growth, ensuring appropriate resources, information, and collaboration opportunities
• Execute on the University-wide talent management initiatives, to include talent selection, reviews, development and deployment decisions
• Create a positive team environment, and inspires others to do their best by celebrating successes and exhibiting an optimistic outlook toward contributions
• Encourage team members to express points of view, communicate openly and honestly, take initiative, and provide feedback on risks and opportunities

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

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

Minimum and Preferred Qualifications

**Required Experience:** 7 years of relevant experience

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

**Required Education:** Bachelor’s degree

**Preferred Certifications:** PHR, SHRM-CP, SHRM-SCP, SPHR, project management (by PMI), or an equivalent, related professional qualification
Senior Director, HR
Change Management

Position Summary

The Sr. Director, HR Change Management is a strategic role designed to manage best in class change management services to support the University of Virginia. This Director-level position is responsible for leading and overseeing all strategic initiatives across the Change Management team, minimizing change resistance and maximizing employee adoption for HR initiatives. This incumbent is responsible for encouraging behavioral changes using behavioral economics, outreach and engagement, targeted training and segmented communications so that individuals, teams and organizations effectively innovate, evolve and actualize UVA’s strategic and operational goals and objectives. The incumbent will report to the CHRO and will not have direct reports.

Responsibilities and Duties

Set Direction/Plan

- Identify opportunities and design Change Management approach, methodology, tools and training for the University and HR Community in collaboration with other Change professionals across the institution, which includes Improvement opportunities, Change impact analysis and prioritization, Risk management plans, Communication needs and stakeholder segmentation, Training and evaluation and Change management metrics.
- Conduct planning meetings with HR leadership across the University to understand needs and requests, and agree on each change initiative’s goals, priorities, strategies and plans, as well as supporting budgets and resource models. Negotiate open items, and come to an agreement.
- Participate in CHRO meetings to share trends, and provide relevant insights to inform coordinated HR plans and programs for the University.
- Inform and align to the Communications and Branding initiatives to ensure seamless service delivery in collaboration with HR communications team.
- Stay abreast of relevant industry trends and participate in best practice discussions with national peer groups. Relate applicable best practices back to HR teams and initiates training as needed to refresh HR skillsets.
- Model and encourage cross team collaboration.

Monitor/Execute/Manage

- Oversee the detailed design and implementation of an integrated HR change management and coordinated HR community strategy, which includes setting objectives, making program recommendations, defining success measures, aligning change efforts with other UVA initiatives and executing activities in each of the following areas:
  - Identify University awareness and engagement needs (e.g., University-wide HR communications, leadership action plans, project feedback, etc.)
  - Assess University readiness (preparing the workforce for the HR future state through education and training, e.g., change impact assessment, change management leadership training, role-specific education, etc.)
  - Identify HR Community Development opportunities (e.g., professional enrichment opportunities, cultural and behavioral change action plan, HR activities and interventions, etc.)
  - Coordinate with HR Communications resources.
- Lead working sessions and project meetings, as needed, and work closely with the rest of the HR executive team to manage dependencies and hand-offs.
Hold monthly touch-point meetings with the HR executive team to understand areas of change resistance and to offer counsel to drive increased employee adoption; Intervene, if necessary, to drive improvements, and ensures, as required, necessary coordination and collaboration with other functions and customers; and Shares lessons learned and insights.

Provide regular progress reports to the CHRO to address progress against plan, open issues, plan changes and proposals. Solicit counsel and assistance as required.

Services Customers

- Provide advice and render opinions to the CHRO, HR executive team, UVA HR project leaders and the broader university community as required and requested. Serve as a subject matter expert across a broad spectrum of change management topics. Suggest leading practices and alternatives to address issues and challenges.
- Direct HR executive team to foster regular, open and ongoing communications through structured touch-points with Business Partners to obtain feedback on service, and provide summary updates on value delivered.
- Establish consistency and cross-functional collaboration while accounting for unique differentiators within each entity.
- Address and arbitrate escalated change initiative issues and resolves competing priorities to achieve win-win outcomes. Proactively monitor for potential escalation issues.
- Identify and pursue initiatives to build a strong service culture. Solicit information on, and lead opportunities to strengthen employee engagement, and promote a culture of diversity and inclusion.
- Manage expectations with the CHRO, HR executive team, and customers.

Leads Teams

- Lead, build, and retain an engaged, committed and excellent team; Establish clear and reasonable stretch goals for team members; Actively promote a culture of accountability and growth; Supports Strategic Change Management team to access required resources, information, and collaboration opportunities
- Execute on the University-wide people management process, to include talent selection, reviews, development and deployment decisions
- Create a positive team environment, and inspire other to do their best by celebrating successes and exhibiting an optimistic outlook toward contributions. Encourage team members to express points of view, communicate openly and honestly, take initiative, and provide feedback on risks and opportunities

Functional Area Outcomes

- Provide HR change management support for all HR initiatives
- Minimize disruption for large-scale HR initiatives
- Use standardized change management methodologies and tools
- Practice a coordinated approach to change management in collaboration with related initiative owners across UVA

Knowledge, Skills and Abilities

- Demonstrate strong familiarity in the various change management principles, methodologies and tools to include: leadership alignment, stakeholder engagement, change impact assessments, communications, and training
- Manage or supervise teams
- Work effectively with diverse stakeholders and leadership teams within a complex organization
- Implement large-scale organizational change efforts
- Develop and implement formal processes, policies, and methodologies
- Provide project management and leadership
Minimum and Preferred Qualifications

**Required Experience:** 7 years of relevant experience

**Preferred Experience:** Experience working for a higher education institution

**Required Education:** Bachelor's degree

**Preferred Certification:** Prosci
**Assistant Vice President, HR Talent**

**Position Summary**

The AVP, HR Talent is a strategic role designed to manage best in class talent services to support the University of Virginia. This AVP-level position is responsible for leading and overseeing all strategic initiatives across the talent teams serving UVA stakeholders and customers. Functions within these teams include talent management, recruitment, and employee relations as well as pipeline, temporary staffing and flexible talent programs. The AVP, HR Talent is a change catalyst charged with ensuring the organization has the capabilities and capacity to execute the strategic direction of the business, as well as the knowledge to integrate fast feedback to adapt to change. Successful delivery of the role contributes to an engaging organizational environment that motivates, attracts and retains a diverse and high performing University workforce. The incumbent will report to the CHRO and lead a team of Directors.

**Responsibilities and Duties**

- Develop and drive the talent strategy for the University of Virginia
- Serve as a subject matter expert and talent leader across a broad spectrum of talent topics such as workforce planning, succession planning, performance management, learning and development, and rewards/recognition.
- Develop and regularly review outcome measures against strategy, providing regular reporting to monitor performance against plan and identify areas for action and improvement.
- Provide advice and renders opinions to the CHRO, HR executive team, Deans, Talent CoE leaders and the broader University community as required and requested. Suggest leading practices and alternatives to address issues and challenges.
- Identify, hire and rigorously develop talent, serving as a role model in this area across UVA.
- 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, provide feedback on risks and opportunities and to promote a culture of accountability and growth.
- Establish goals and performance standards for direct reports and works collaboratively across the CoE and across customer groups to achieve overall talent strategy.
- Participate in CHRO Executive meetings to share trends and provide relevant insights and advice to inform coordinated HR plans and programs for the university.
- Partner with CHRO and HR leadership.
- Develop and provide progress reports to the CHRO to cover progress against plan, open issues, plan changes and proposals.
- Establish standards for in-scope vendor review, selection, and contracting.
- Review all vendor agreements above established threshold to ensure compliance with standards.
- Support Talent leaders and team members with vendor negotiations as requested.
- Stay abreast of the scope of compliance requirements for each Talent function and ensures inclusion of compliance measures in CoE goals.
- Conduct audits on a randomized basis to ensure the accuracy of filings, process, and documentation.
- Proactively present escalated customer issues, assessing and quickly resolving competing priorities to achieve win-win outcomes.
- Conduct bi-annual planning meetings with each Talent leader to understand needs and requests.
- Outline, discuss and agree on each Talent function’s goals, priorities, programs, strategies and plans, as well as the supporting budgets and resource models, negotiate open items, and come to agreement.
Support Talent function teams access required resources, information, and collaboration opportunities
Execute on the University-wide people management process, to include talent selection, reviews, development and deployment decisions.

**Functional Area Outcomes**

- Increase number of cases resolved and provide greater visibility to trends
- Reduce time to resolve internal complaints
- Improve grievances win/loss ratio
- Minimize the number of regrettable exits due to performance/discipline
- Increase customer satisfaction with employee relations services
- 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
- Increase ability to meet fluctuating workforce needs with visible workers
- Increase diversity/size of talent pipelines
- Increase number of rotational placements
- Increase temporary to permanent placement rate
- Reduce recruitment expenses
- Improve management experience with flexible staffing
- Improve dual career experience and support
- Decrease time to fill a position (emphasis on right candidate)
- Increase diversity/size of applicant pools
- Increase job offer acceptance rate
- Decrease recruitment expense
- Improve management experience with hiring process
- Increase employee retention in first six (6) months

**Knowledge, Skills and Abilities**

- Manage across organizations or in a matrixed environment by using influence versus authority
- Exercise autonomy, independent judgment and decision-making
- Provide sound reasoning for recommendations and balance information to resolve issues and mitigate risk
- Facilitate small and large groups with excellent verbal and written communication skills
- Problem solve with a passion for human resources and continuous improvement
- Effectively communicate ideas, to coach and facilitate change at all levels
- Demonstrate well-rounded business acumen and sound business judgment, tact and diplomacy
- Interface with senior business leaders and work both independently as well as through others
- Think quickly, and be approachable, and with a sense of humor
- Develop HR staff and lead teams in a matrix environment
- Influence and negotiate where required
- Support executive level leadership
- Show strong familiarity in the various talent management disciplines to include: recruitment, performance management, learning and development, and employee relationships
- Lead and manage a diverse team of professionals
- Work effectively with diverse stakeholders within a complex organization
• Manage a broad talent function that serves a varied population

**Required and Preferred Qualifications**

**Required Experience:** 10 years of relevant experience, including at least 5 years in a people management role

**Preferred Experience:** HR experience with higher education and/or 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

**Preferred Computer Applications:** Proficient with Microsoft Word, Excel, Power Point and demonstrated experience with HRMS such as Workday, PeopleSoft HR, Oracle, or SAP
Assistant Vice President, HR Service

Position Summary

The Assistant Vice President, HR Service position is a strategic role designed to manage best in class HR services to support the University of Virginia. This Assistant Vice President-level position is responsible for leading and overseeing all strategic initiatives for operational service delivery relating to the HR Service team. Functions within the team include the HR Solution Center and Business Partner structures. This position provides direction on the delivery of Human Resources services delivered to faculty, staff, team members, leaders, and at an organizational level through the HR service delivery model, providing demonstrated value to clients at all levels. The incumbent will report to the Chief Human Resources Officer and lead a team of Directors.

Responsibilities and Duties

- Identify, develop and implement services that are high-value for customers and meet the strategic goals of Human Resources
- Anticipate and meet customers’ evolving needs
- Set service standards and associated metrics regarding quality, accuracy, timeliness, consistency, customer satisfaction, and resource management
- Identify opportunities and recommend changes to increase value and positively influence metrics through analytical approaches
- Track and analyze key data trends, continually demonstrating customer value and continuous improvement
- Utilize knowledge of enterprise trends and strategic imperatives to create and implement clear, relevant, and actionable plans; track and develop plans to remove obstacles to success
- Understand and coordinate across the HR function to ensure the delivery of customer-valued services and experiences
- Recommend and maintain an organizational structure and staffing levels to accomplish enterprise goals and objectives
- Provide creative and innovative solutions to the organization on complex problems
- Stay abreast of relevant regulations and University policy requirements, ensuring service processes are compliant
- Oversee design and implementation of Human Resources programs
- Analyze operational costs, lead efficiency improvements, and manage budget for HR Service functional areas
- Ensure HR Services meet the diverse needs of a multi-faceted, complex organization

Functional Area Outcomes

- Develop, implement, and support HR goals, plans, and initiatives at the school / unit
- Increase faculty, staff, and team member engagement
- Focus attention on development plans for high potential faculty, staff, and team members
- Reduce number of informal disciplinary actions
- Reduce, and maintain, turnover rate
- Improve management feedback incorporated into future HR programs
- Ensure the majority of HR Solution Center inquiries resolved in the first interaction
- Reduce time to resolve complex inquiries
Knowledge, Skills and Abilities

- Design, manage, and successfully execute a broad portfolio of HR services
- Deliver customer-focused results
- Manage strong relationships with internal clients (e.g., University leadership) and develop creative and collaborative solutions
- Think strategically and make sound, data-based business decisions
- Plan effectively and maximize results to meet both short and long range goals and objectives
- Lead by influence through clear, informed, and logical discussions
- Work with senior leaders in a complex organization to meet varying performance metrics and objectives
- Navigate barriers to progress through strong and innovative problem solving and analytical skills

Required and Preferred Qualifications

**Required Experience:** 10 years of relevant experience

**Required Education:** Master’s degree

**Preferred Experience:** Direct management of teams executing a broad portfolio of HR services. Experience managing health, welfare, retirement, and wellness programs. Leadership experience in a higher education and/or healthcare system.

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

**Preferred Computer Applications:** Salesforce, Workday, or other related cloud based systems
Assistant Vice President,

IMPACT and Decision Support

Position Summary

The AVP, IMPACT and Decision Support is a strategic role designed to manage best in class operations, technology, and rewards related HR services to support the University of Virginia. This Assistant Vice President-level position is responsible for leading and overseeing all strategic initiatives across the IMPACT and Decision Support team. Functions within the team include HR Business Operations, People Data and Technology, and Compensation, Benefits, and Wellness. Through the development of trusted relationships within and external to the HR function, this leader will positively influence the HR function and the HR customer experience, proactively identifying needs, evaluating outcomes, and tracking HR investments in people and HR capabilities. The incumbent will report to the Chief Human Resources Officer and will lead a team of IMPACT and Decision Support professionals.

Responsibilities and Duties

Set Direction/Plan

- Identify and provide direct oversight of key HR IMPACT and Decision Support activities including: Initiatives Management (HR Project Management Office), Policy Risk Governance & Compliance, Analytics & Datafication, Compensation Data & Analysis, Technology, HR Financial Management, Business Operations and Budget
- Provide insight, direction, and oversight to the portfolio of HR initiatives, identify initiative opportunities, prioritize initiatives, deploy appropriate resources, and measure associated outcomes
- Coordinate closely with the CHRO and HR Leadership team to identify and support the overall HR strategy
- Oversee annual HR financial planning processes and timelines, and the ongoing tracking of budget to actual, reporting on a regular basis to the CHRO and other HR leaders
- Create and implement an HR data and technology vision to improve access and use HR data
- Prioritize data improvement and data insight generation initiatives
- Define HR performance indicators that align with the UVA Cornerstone Plan as well as organization specific missions and objectives
- 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 HR big data. Relate applicable best practices back to team

Monitor/Execute/Manage

- Monitor progress on key initiatives, identifying and removing barriers in coordination with University stakeholders
- Monitor third party vendor performance for the HR function, partnering with HR Leaders during negotiations, procurement, and vendor performance evaluations
- Maintain relationships with HR Technology Vendors and support ongoing contract administration and execution
- Evaluate and report HR functional performance against metrics or key performance indicators (KPIs)
- Develop, manage, and evaluate HR risk management strategy, partnering with risk leaders across the University
- Coordinate with IT and Finance to ensure a coordinated and comprehensive HR data governance strategy, implementing relevant protocols to minimize risk while maximizing user access to data
- Champion policy harmonization and consistency across the HR organization
Monitor technology activities and advise teams on methods to manage changes to technology, issues that develop, and identify technology investments

Support organizational compensation philosophy through analysis and the identification of opportunities to connect compensation decisions with the overall employee value proposition

Monitor use and deployment of PMO resources for key HR or people related initiatives

Serve Customers

Evaluate IMPACT and Decision Support customer satisfaction and manage relationships with key customers

Develop and champion IMPACT and Decision Support services that have the greatest impact on the HR function and University

Identify opportunities to generate revenue within HR and outside of HR

Establish consistency and cross-functional collaboration, accounting for the unique differentiators of each UVA entity, and deliver services with a University-wide (Academic and Health System) point of view

Support the strategic positioning of HR through relevant HR data and insights to demonstrate value and efficiency to University leadership and other stakeholders

Lead Teams

Develop and manage a diverse team

Collaborate directly with the CHRO and HR Leadership Team

Develop relationships, coordinate and communicate with key stakeholders in Finance, IT, Procurement and other offices across University and leadership

Interact and develop relationships with key leaders with the Medical Center, UPG, Administrative Units and Academic Schools and Units to identify key priorities and identify HR resources that deliver value

Develop strategic relationships with other Universities to gather data and share leading practices

Functional Area Outcomes

Provide real-time reporting, analytics, and people insights to inform decision making

Establish data standards and promote data consistency, correctness, and completeness

Coordinate among multiple data sources to provide data meaningful to decision makers

Support forecasting and predictive modeling

Increased automation of activities (less manual work)

Increased ability to access and use technology on multiple devices

Continuous innovation and modernization with feedback loops for customer input

Greater flexibility to accommodate University changes and higher education dynamics

Assess market competitiveness of salaries

Maintain market competitive pay practice

Provide input to leadership on pay practices

Articulate governance of compensation programs

Ensure proper classification of positions

Promote internal and external pay competitiveness

Demonstrate pay equity

Meet legal pay requirements

Assess market competitiveness of salaries

Maintain market competitive pay practice

Provide input to leadership on pay practices

Articulate governance of compensation programs

Ensure proper classification of positions

Promote internal and external pay competitiveness

Demonstrate pay equity

Meet legal pay requirements
Knowledge, Skills and Abilities

- Apply Lean, Project Management, Program Management, Cloud Technology, Vendor Management within the HR domain
- Work effectively with diverse stakeholders within a complex organization
- Work with executives and senior leaders in a complex organization, as well as, across organizations with different performance metrics, strategies and objectives
- Demonstrate experience building both organization and individual capabilities

**Action-Oriented:**
- Create timely, practical, tangible solutions based on available information
- Respond to requests and needs in a timely fashion, while effectively prioritizing actions
- Continue focus on progress towards a clear end result
- Demonstrate confidence to make decisions in times of uncertainty

**Creativity:**
- Suggest innovative alternatives to solve problems and continuously improve
- Encourage idea generation across teams
- Be comfortable with iterations and ambiguity during the development of solutions
- Utilize current capabilities in new ways while integrating new capabilities to drive results

**Nimble Learning:**
- Monitor both the internal and external environment for changes and proactively adapt in a manner that delivers value
- Identify personal and organizational knowledge gaps and respond with appropriate content to close these gaps
- Continuously seek opportunities to learn from a variety of sources
- Adapt to new ideas and situations of ambiguity and integrate relevant information to achieve results
- Embrace challenges as opportunities to exercise new ways of thinking

**Resilient:**
- Accept constructive criticism
- Objectively look at complex and/or challenging situations
- Sustain efforts to achieve goals and suggest ways to improve
- Thoughtfully and tactfully navigate barriers to progress

**Resourcefulness:**
- Maximize results with the tools and capabilities available amid a dynamic and changing HR environment
- Engage team members in a way to maximize their input and contributions across a variety of activities
- Multi-task self and teams to devote effort to the areas of highest priority

**Translator:**
- Facilitate interactions across disciplines in a manner that makes disparate topics understandable to all parties
- Utilize common forms of communication to breakdown knowledge and organizational barriers and knowledge gaps
- Articulate messages, imagery, and concepts in variety of ways to connect with a variety of audiences
- Bring multiple teams together, maximize inputs from various stakeholders, and execute against a common goal
Required and Preferred Qualifications

**Required Experience:** 10 years of relevant experience, 5 of which were managing diverse teams

**Preferred Experience:** Working for a four-year higher education institution and/or an affiliated health system

**Required Education:** Bachelor’s degree

**Preferred Education:** Master’s degree

**Preferred Certifications:** PMP, PHR, SHRM-CP, SHRM-SCP, SPHR, CEBS, CCP, CPA, CIA or an equivalent professional qualification
Position Summary

The HR Assistant, Executive Assistant position is a vital role designed to provide best in class executive assistance to support the HR leadership at the University of Virginia. This Assistant-level position is responsible for performing advanced, diversified and confidential administrative duties requiring broad and comprehensive experience, competencies, and knowledge of organizational policies and practices. The HR Assistant, Executive Assistant prepares meeting agendas, memos, and correspondence, coordinates a busy and shifting office calendar, attends meetings for purpose of recording, preparing, and distributing minutes and reports, and completes a variety of non-routine assignments. Executive Assistants serve as the primary liaison for executive and other senior management personnel. The incumbent will report to an assigned HR leader and will not have direct reports.

Responsibilities and Duties

- Act as liaison with University leadership, assisting in relationship building with various constituents and leadership offices to include the Medical Center, Academic, and UPG
- Prepare agendas and identify meeting participants, and coordinate off-site facilities when necessary.
- Collect, prepare, and distribute appropriate briefing materials, and ensure information flow to and from the HR leader’s office, via all types of venues
- Communicate with and respond to HR leader and internal clients in a timely manner, and review correspondence and draft response as appropriate
- Coordinate project management and logistics for large-scale initiatives
- Coordinate onboarding for incoming team members
- Organize, track, and order resources, equipment, and supplies
- Perform routine maintenance for systems / tech if applicable
- Run confidential reports, as needed for HR leader
- Provide basic level support and reporting to administrative users

Functional Area Outcomes

Functional area outcomes will depend on this position’s assigned function

Knowledge, Skills and Abilities

- Provide administrative procedures and follow set policies and procedures, adhering to regulatory guidelines in daily work
- Independently research topics and manage files and records
- Provide high level of customer service
- Demonstrate thoughtful and appropriate oral and written communication in daily interactions
- Follow directions and work effectively as part of a team
- Handle sensitive information with discretion and confidentiality
• Evaluate and apply information, exercise keen attention to detail, and provide advice in a fast paced environment
• Manage time, be organized, and adapt to changing priorities
• Show computer proficiency and technical aptitude with leading applications (e.g., Microsoft Office)
• Learn and act upon 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

**Required Computer Applications:** MS Office
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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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 devise Search Committee Chairs and members on best practices for increasing diversity through available EOCR 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, Wage Hiring

Position Summary

The HR Associate, Wage Hiring 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 staff and 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 staff and 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. 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 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
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

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
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 employees
- 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
Future-state HR Service Delivery Model

Service Position Descriptions

Note: Position descriptions are *draft* and not yet final. Position descriptions are subject to change.
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- HR Supervisor, Inquiry
- HR Supervisor, Talent Support
HR Business Partner

Position Summary

The HR Business Partner position is a vital role designed to provide best in class Business Partner service to his/her assigned school, unit, or organization at the University of Virginia. This position is responsible for driving the HR customer experience inclusive of HR program administration, talent and performance management counseling and guidance, and risk mitigation to augment by executing activities supporting Business Partners, leadership, and school/unit/organization leadership. Through effective application of unit knowledge, organization networks, creative problem solving, as well as in-depth HR knowledge and experience, this position supports the vision and objectives of the school, unit or organization and its variety of faculty, staff and team members. The incumbent will report to the HR Business Partner Lead and will not have direct reports.

Responsibilities and Duties

- Coordinate and administer HR programs and activities with limited supervision
- Collaborate with Communities of Expertise (CoEs) to create program documents and/or templates used for local program implementations as well as ensure new programs and processes are effectively communicated and implemented within the business unit
- Facilitate clinical or departmental/unit-specific onboarding activities
- Apply and reinforce performance management and employee relations practices utilizing CoE endorsed practices (e.g., coaching, counseling, career development, disciplinary actions)
- Create and/or review faculty and high-level staff offer letters, including contracts in partnership with school/unit and external partners (e.g., UPG contracts, coaching contracts)
- Provide interpretation and advice on HR, EOCR, Provost, HIPAA, ADAAA, and other governing policies, processes, and laws
- Collaborate with managers on promotions, job changes, and transfers
- Work with Managers, HR colleagues, Finance, and CoEs to ensure information is accurate, in support of headcount and budget management
- Identify and escalate opportunities for improvement that support the school/unit’s goals and objectives, resulting in a better client experience and alignment with HR strategy and objectives
- Partner with COE Leads, Human Resources Business Partners, and organization leadership to effectively administer and improve administration of human resources programs and services
- Maintain an effective level of business literacy as it relates to the assigned business unit’s financial position, culture and engagement, and business objectives

Functional Area outcomes

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

- Utilize extensive knowledge of the principles and practices of organizational development/effectiveness/behavior with the ability to positively influence the culture and effectiveness of the organization
- Provide coaching and guidance to leaders on a variety of performance-related situations or circumstances
- Foster and maintain collaborative relationships with customers, peers, and other members of management and leadership
- Utilize knowledge of the HR field including employment laws and regulations (higher education knowledge preferred)
- Apply strong problem-solving skills with the ability to provide flexible solutions to resolve ambiguous, confidential and sensitive situations
- Manage multiple priorities with exceptional attention to detail while meeting deadlines
- Apply effective communication, organizational and change management skills
- Relate to individuals at all levels, with an understanding of diversity issues

Required and Preferred Qualifications

Required Experience: 5 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

Preferred Computer Applications: Workday, Salesforce and DocuSign
HR Business Partner Lead

Position Summary

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

Responsibilities and Duties

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

Functional Area Outcomes

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

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

Required and Preferred Qualifications

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

**Preferred Experience:**

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

**Required Education:** Bachelor’s degree

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

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

**Preferred Computer Applications:** Workday, Salesforce and DocuSign
Senior HR Business Partner

Position Summary

The Sr. HR Business Partner is a vital role designed to provide best in class Business Partner service to a large and/or complex school, unit or organization at the University of Virginia. This position is responsible for driving and managing the HR customer experience inclusive of HR program administration, talent and performance management counseling and guidance, risk mitigation, and community and entity leadership to enhance performance of assigned school, unit or organization. Through effective application of unit knowledge, organization networks, creative problem solving, as well as in-depth HR knowledge and experience, the Sr. HR Business Partner supports the vision and objectives of the school, unit or organization and its variety of faculty, staff and team members. The incumbent will report to the HR Business Partner Lead and will not have direct reports.

Responsibilities and Duties

- Plan and direct human resource programs to ensure the organization's current and future HR requirements are met at a local level
- Contribute to the overall business strategy and its execution by partnering with business leaders to identify, prioritize and build organizational capabilities
- Liaise with area managers to develop and implement local HR strategies that are appropriate for school/unit business needs and consistent with the organization's overall HR strategy
- Champion, drive and lead resource allocation and program planning in alignment with the vision and objectives of the University, school or unit, and HR
- Advise leadership and managers on compensation data and best practices to facilitate appropriate budgeting
- Partner with management to identify and address gaps in skill sets in order to achieve organization objectives and foster a high performing workforce
- Communicate school/unit talent strategy and priority to Talent Recruitment and Talent Management to facilitate ongoing sourcing and growth
- Influence leaders to implement changes needed to improve schools/units functional performance
- Monitor and analyze various human resource metrics and provides proactive consultation to address potential business issues
- Partner with COE Leads, Human Resources Business Partners, and organization leadership to effectively administer and improve administration of human resources programs and services
- Design succession plans key positions; prepare development plans for high potential employees.
- Apply experience and in-depth knowledge of human resources technical areas to increase organizational performance
- Maintain an effective level of business literacy as it relates to the assigned business unit’s financial position, culture and engagement, and business objectives

Functional Area outcomes

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

- Demonstrate broad technical expertise, business and industry knowledge, and process capabilities
- Collaborate and communicate in an exceptional manner
- Demonstrate strong quantitative and analytical skills
- Impact and influence leaders
- Organize and manage time Strategically plan and execute programs and projects
- Develop custom solutions and think outside the box with resourcefulness and by taking initiative
- Adapt to a complex and rapidly changing work environment

Required and Preferred Qualifications

Required Experience: 6 years of progressive relevant experience

Preferred Experience: Working and collaborating with senior leadership

Required Education: Bachelor’s degree

Preferred Education: Master’s degree

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

Preferred Computer Applications: Workday, Salesforce and DocuSign
Director, HR Solution Center

Position Summary
The Director, HR Solution Center position is a strategic role designed to manage best in class HR Solution Center services to support the University of Virginia. This Director-level position is responsible for leading and overseeing all strategic initiatives across the Solution Center. Services include benefits, leave and payroll-related transactions and consulting, candidate experience, pre-boarding, employee lifecycle transactions, and Solution Center quality and innovation. The incumbent will report to the AVP HR, Service and lead a team of Solution Center professionals.

Responsibilities and Duties
- Ensure continuity and successful delivery of functional services to customers across the University
- Create, foster and maintain a collaborative, innovative and customer-focused team culture
- Build and lead a team of career-long learners through professional enrichment and staff development
- Drive quality and innovation to optimize Solution Center operational performance and ensure customer satisfaction
- Anticipate and meet customers’ evolving needs
- Negotiate, establish, and execute service level agreements with key stakeholders

Functional Area Outcomes
- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities
- Design, manage and successfully execute a broad portfolio of operational services
- Build, lead and motivate high performing teams
- Utilize broad knowledge of HR functional areas
- Utilize strong written, verbal and interpersonal skills
- Drive quality and innovation
- Foster a team culture of continuous improvement and collaboration
- Demonstrate experience leveraging emerging technology to enhance team productivity and meet evolving customer needs
Required and Preferred Qualifications

**Required Experience:** 5 years of relevant experience

**Preferred Experience:** 5 years of experience managing a team or teams supporting the delivery of HR inquiry, HR transactional or benefits and leave administration services

**Required Education:** Bachelor’s degree

**Preferred Education:** Master’s degree

**Preferred Certifications:** Certified Employee Benefits Specialist (CEBS) certification, PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

**Preferred Computer Applications:** Workday and Salesforce
HR Analyst,
Quality & Innovation

Position Summary

The HR Analyst, Quality & Innovation position is a vital role designed to enable best in class HR Solution Center transactional services by focusing on operational performance support. This Analyst-level position is responsible for implementing and overseeing all quality and innovation practices performed throughout the Solution Center. The HR Analyst, Quality & Innovation is responsible for ensuring the best customer service and efficient operational performance processes. The incumbent will report to the Director, HR Solution Center.

Responsibilities and Duties

- Provide Solution Center leadership with Salesforce and transactional analytics
- Track customer satisfaction
- Advise Solution Center leadership on strategies for innovation and quality enhancement
- Work closely with Solution Center team to lead continuous process improvement efforts
- Manage knowledge base development and revision
- Perform routine audits

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Understand process improvement strategies
- Commit to continual process improvement
- Advance critical thinking, logic, and problem-solving skills
Required and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:** Knowledge base development and management

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Salesforce Certification

**Preferred Computer Applications:** Workday, Salesforce, and call center management, reporting and knowledge base applications
**Position Summary**

The HR Assistant, Benefits, Leave and Payroll position is a vital role designed to provide best in class HR Solution Center benefits, leave and payroll transaction services to support the University of Virginia. This Assistant-level position is responsible for assisting with a variety of benefits, leave and payroll activities, and supporting special projects related to HR functions affecting faculty, staff and team members across the University. The HR Assistant, Benefits, Leave & Payroll delivers high-quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave and Payroll.

**Responsibilities and Duties**

- Assist with benefit and leave related transactions
- Review and audit dependent documentation
- Assist with inquiries and walk-ins during peak periods and document in Salesforce
- Provide feedback to HR Manager, BL&P for ongoing process improvement

**Functional Area Outcomes**

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

**Knowledge, Skills and Abilities**

- Commit to best in class customer service experience for diverse faculty, staff and team member population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Utilize a positive, team-oriented approach to service delivery
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs

**Required and Preferred Qualifications**

**Required Education:** Bachelor’s degree

**Preferred Experience:** 2 years of relevant experience
Preferred Computer Applications: Workday and Salesforce
HR Assistant,
Talent Support

Position Summary

The HR Assistant, Talent Support is a vital role designed to provide best in class Talent Recruitment services to support the University of Virginia. This Assistant-level position is responsible for delivering the highest level of service to candidates throughout the recruiting process (including scheduling interviews, coordinating travel and submitting reimbursements to ensure a smooth and welcoming experience), as well as supporting the pre-boarding process and completing routine faculty, staff and team member-related transactions. The HR Assistant, Talent Support will report to the HR Manager, Talent Support.

Responsibilities and Duties

- Coordinate travel and hotel arrangements and compile and submit reimbursements for candidates and search participants
- Review candidate files for completion upon filling positions
- Support the new hire pre-boarding process from offer to day one
- Complete routine faculty, staff and team member-related transactions
- Monitor licensure compliance

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Provide a high level of customer service
- Utilize strong written, verbal and interpersonal skills
- 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
- 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 Education:** Bachelor's degree

**Required Computer Applications:** MS Office

**Preferred Computer Applications:** HR systems
HR Associate, Benefits, Leave and Payroll

Position Summary

The HR Associate, Benefits, Leave and Payroll position is a vital role designed to provide best in class HR Solution Center benefits, leave and payroll transaction services to support the University of Virginia. This Associate-level position is responsible for assisting with a variety of benefits, leave and payroll activities, and for supporting special projects related to HR functions affecting faculty, staff and team members across the University. The HR Associate, Benefits, Leave and Payroll delivers high-quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave and Payroll.

Responsibilities and Duties

- Process short- and long-term disability
- Manage FMLA and intermittent FMLA
- Resolve escalated inquiries and document in Salesforce
- Advise about and transact leaves of absence
- Manage benefits billing
- Provide back-up support for inquiries and walk-ins during peak periods
- Provide feedback to HR Manager, BL&P for ongoing process improvement
- Facilitate workers compensation claim process

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for diverse faculty, staff and team member population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Utilize knowledge of benefits, leave and payroll processes
- Possess a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Apply critical thinking, logic, and problem-solving abilities
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs
- Navigate, interpret and articulate policies and procedures
Required and Preferred Qualifications

**Required Experience**: 2 years of relevant experience

**Required Education**: Bachelor’s degree

**Preferred Computer Applications**: Workday, Salesforce and DocuSign
HR Associate, Inquiry

Position Summary

The HR Associate, Inquiry position is a vital role designed to provide best in class HR Solution Center inquiry services to support the University of Virginia. This Associate-level position is responsible for the intake and resolution of inquiries made by faculty and employees across the University. The HR Associate, Inquiry delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Supervisor, Inquiry and will not have direct reports.

Responsibilities and Duties

- Leverage knowledgebase to provide consistent customer service
- Respond to employee and applicant inquiries through Salesforce and telephony solutions
- Provide frontline employee and manager self-service support
- Escalate inquiries as appropriate to HR Specialist, Inquiry; Benefits, Leave and Payroll Team; CoEs; and other University resources as appropriate
- Document inquiry resolution and escalation in Salesforce
- Complete routine transactions, such as address changes
- Conduct basic intake for ER-related inquiries and escalate as appropriate
- Provide feedback to HR Supervisor, Inquiry for ongoing process improvement

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Service a diverse employee and applicant population
- Apply sound judgment and discretion with sensitive information
- Commit to continual process improvement
- Adapt to new technologies
- Exemplify a positive, team-oriented approach to service delivery
Required and Preferred Qualifications

**Required Experience**: 2 years of relevant experience

**Required Education**: Bachelor’s degree

**Preferred Computer Applications**: Workday and Salesforce CRM
Position Summary

The HR Associate, Talent Support position is a vital role designed to provide best in class talent recruitment services to support the University of Virginia. This Associate-level position is responsible for delivering the highest level of service to candidates throughout the recruiting process (including providing search updates to candidates and communicating with candidates, hiring managers and HR Business Partners in a timely manner), as well as facilitating the pre-boarding process and completing a complex variety of faculty, staff and team member-related transactions. The HR Associate, Talent Support will report to the HR Manager, Talent Support.

Responsibilities and Duties

- Provide search status updates to candidates, hiring managers, and HR Business Partners as requested and field inquiries on behalf of the Sr/Recruiter when necessary
- Communicate with and respond to candidates in a timely manner and at regular intervals
- Assist with tracking and managing employee referrals
- Facilitate the new hire pre-boarding process from offer to day one
- Complete a variety of faculty, staff and team member-related transactions

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Provide high level of customer service
- Utilize strong written, verbal and interpersonal skills
- 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
- Adapt to changing priorities
- Handle sensitive information with discretion and confidentiality
- Follow set policies and procedures

Required and Preferred Qualifications
Required Experience: 2 years of relevant experience

Required Education: Bachelor’s degree

Required Computer Applications: MS Office

Preferred Computer Applications: HR systems
HR Manager,
Benefits, Leave and Payroll

Position Summary

The HR Manager, Benefits, Leave and Payroll position is a vital role designed to manage best in class HR Solution Center transactional and consulting services primarily focused on benefits, leave and payroll support to the University of Virginia. This Manager-level position is responsible for leading and overseeing all benefit, leave and payroll support transactions coming into the Solution Center, as well as overseeing benefits consulting services. The HR Manager, Benefits, Leave and Payroll is responsible for ensuring the best customer service and the efficiency of the team. The incumbent will report to the Director, HR Solution Center and lead a team of benefits, leave and payroll Specialists, Associates and Assistants.

Responsibilities and Duties

- Partner with HRSC Director and HR Analyst, Quality & Innovation to refine Benefits, Leave and Payroll service delivery
- Serve as subject matter resource for BL&P Team
- Manage BL&P-specific knowledge base
- Serve as primary point of contact for HRBPs, CoEs, and Payroll as necessary
- Provide ongoing feedback and performance management for BL&P Team

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for diverse faculty, staff, team member and candidate population
- Navigate, interpret and articulate complex policies and procedures
- Utilize advanced knowledge of benefits, leave and payroll policies and procedures
- Exercise sound judgment and discretion with sensitive information
- Apply strong written, verbal and interpersonal skills
- Utilize a positive, team-oriented approach to service delivery
- Understand the University population’s needs
- Commit to continual process improvement
- Apply advanced critical thinking, logic, and problem-solving skills
- Utilize knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs
- Prioritize diverse tasks to meet customer needs
• Articulate and navigate complex policies and procedures

**Required and Preferred Qualifications**

**Required Experience:** 4 years of relevant experience

**Preferred Experience:** At least 4 years of relevant experience managing a team or teams

**Required Education:** Bachelor’s degree

**Required/Preferred Certifications:** Certified Employee Benefits Specialist (CEBS) certification, PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

**Preferred Computer Applications:** Workday and Salesforce
HR Manager, Talent Support

Position Summary

The HR Manager, Talent Support position is a vital role designed to manage best in class HR Solution Center talent-related transaction services to support the University of Virginia. This Manager-level position is responsible for leading and overseeing all talent-related transactions coming into the Solution Center, including direct customer interaction as necessary. The HR Manager, Talent Support is responsible for ensuring the best customer service and the efficiency of the team. The incumbent will report to the Director, HR Solution Center and manage the Talent Support team.

Responsibilities and Duties

- Partner with HRSC Director and HR Analyst, Quality & Innovation to refine Talent Team service delivery
- Serve as transactional and pre-boarding subject matter resource for Talent Team
- Manage Talent Team-specific Knowledgebase
- Serve as primary point of contact for HRBPs and CoEs, as necessary
- Provide ongoing feedback and performance management for Talent Team

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best-in class customer service experience for diverse faculty, staff, team member and candidate population
- Articulate and navigate complex policies and procedures
- Possess specialized knowledge of Academic and Health System-specific pre-boarding and licensure needs
- Possess specialized knowledge of new hire and document management compliance needs
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Possess a positive, team-oriented approach to service delivery
- Understand the University population’s needs
- Commit to continual process improvement
- Apply advanced critical thinking, logic, and problem-solving skills
- Possess knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs
Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: At least 2 years of supervisory experience in a contact center

Required Education: Bachelor’s degree

Preferred Education: Master’s degree

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

Preferred Computer Applications: Workday, Salesforce and DocuSign
HR Specialist,
Benefits Counselor

Position Summary

The HR Specialist, Benefits Counselor position is a vital role designed to provide best in class HR Solution Center benefits services to support the University of Virginia. This Specialist-level position is responsible for offering one-on-one consulting services to faculty, staff and team members regarding benefit- and leave-related concerns, including retirement. The incumbent will also process the organization’s most complex benefits-related transactions. The HR Specialist, Benefits Counselor delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave & Payroll.

Responsibilities and Duties

- Handle complex benefits counseling and processing, including retirement and death benefits
- Lead benefits presentations
- Support HR Business Partners and/or CoEs under direction of HR Manager, BL&P
- Resolve escalated benefits inquiries and document in Salesforce
- Draft and edit knowledge base articles
- Provide feedback to HR Manager, BL&P for ongoing process improvement and knowledge base development
- Investigate health plan claim concerns and advise on the appropriate appeal process

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for diverse faculty, staff, team member and candidate population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Possess specialized knowledge in one or more benefits, leave or payroll areas
- Possess a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Apply advanced critical thinking, logic and problem-solving abilities
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs
- Navigate, interpret and articulate complex policies and procedures
Required and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Certified Employee Benefit Specialist (CEBS) certification.

**Preferred Computer Applications:** Workday and Salesforce
HR Specialist,
Inquiry

Position Summary

The HR Specialist, Inquiry position is a vital role designed to provide best in class HR Solution Center inquiry services to support the University of Virginia. This Specialist-level position is responsible for managing the most complex inquiries made by faculty, staff and team members across the University. The HR Specialist, Inquiry delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Supervisor, Inquiry.

Responsibilities and Duties

- Respond to faculty, staff, team member and applicant inquiries through Salesforce, telephony solutions, and email
- Provide employee and manager self-service support
- Complete transactions as necessary
- Deploy specialized knowledge, particularly in benefits, wellness, payroll, leave and policy to resolve complex faculty, staff, team member and retiree inquiries
- Escalate inquiries to Talent and Benefits, Leave and Payroll teams as appropriate
- Conduct basic intake for ER-related inquiries and escalate as appropriate
- Document inquiry resolution and escalation in Salesforce
- Provide feedback to HR Supervisor, Inquiry for ongoing process improvement and Knowledgebase development

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for diverse faculty, staff, team member and candidate population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Commit to continual process improvement
- Utilize a positive, team-oriented approach to service delivery
- Navigate, interpret and articulate complex policies and procedures
Required and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Certified Employee Benefits Specialist (CEBS), PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

**Preferred Computer Applications:** Workday and Salesforce CRM
HR Supervisor,
Inquiry

Position Summary

The HR Supervisor, Inquiry position is a vital role designed to manage best in class HR Solution Center inquiry services to support the University of Virginia. This Supervisor-level position responsible for leading the Inquiry Team and overseeing all inquiries coming in to the Solution Center. The HR Supervisor, Inquiry is responsible for ensuring the best service to each customer and the efficiency of the team. The incumbent will report to the Director, HR Solution Center and lead a team of Inquiry Specialists and Associates.

Responsibilities and Duties

- Monitor inquiry volume and customer satisfaction metrics to manage team workload
- Partner with HR Manager, Talent and HR Manager, BL&P to coordinate back-up inquiry support during peak periods
- Partner with HRSC Director and HR Analyst, Quality & Innovation to refine Inquiry Team service delivery
- Serve as primary point of contact for HRBPs and CoEs, as necessary
- Manage Inquiry Team-specific knowledge base
- Provide ongoing feedback and performance management for Inquiry Team

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for diverse faculty, staff, team member and candidate population
- Articulate and navigate complex policies and procedures
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate a positive, team-oriented approach to service delivery
- Understand the University population’s needs
- Commit to continual process improvement
- Apply advanced critical thinking, logic, and problem-solving skills
- Utilize knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs
Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: At least one year of supervisory experience in a contact center

Required Education: Bachelor's degree

Preferred Certifications: Professional Customer Service, Certified Employee Benefits Specialist (CEBS), PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

Preferred Computer Applications: Workday, Salesforce, and call center management, reporting and knowledge base applications
HR Supervisor, Talent Support

Position Summary

The HR Supervisor, Talent Support position is a vital role designed to manage best in class HR Solution Center talent-related transaction services to support the University of Virginia. This Supervisor-level position is responsible for overseeing talent-related transactions and processes in the Solution Center, including Talent Recruitment support; pre-boarding services from offer to day one; and faculty, staff and team member transactions, including direct customer interaction as necessary. The HR Supervisor, Talent Support is responsible for ensuring the best customer service and ensuring the efficiency of the team. The incumbent will report to the HR Manager, Talent Support and lead a team of Associates and Assistants.

Responsibilities and Duties

- Monitor Talent Support transaction volume and manage team workload
- Partner with HR Manager, Talent Support to refine Talent Team service delivery
- Edit Talent Support Team-specific knowledge base
- Complete complex Talent Support-related transactions and resolve escalated inquiries, as necessary
- Provide ongoing feedback and performance management for Talent Support Team

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Commit to best-in class customer service experience for diverse faculty, staff, team member and candidate population
- Navigate, interpret and articulate complex policies and procedures
- Demonstrate general knowledge of Academic and Health System-specific pre-boarding and licensure needs
- Demonstrate general knowledge of new hire and document management compliance needs
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Utilize a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Advance critical thinking, logic, and problem-solving skills
- Utilize knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs
Required and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:** At least one year of supervisory experience in a contact center

**Required Education:** Bachelor’s degree

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

**Preferred Computer Applications:** Workday, Salesforce and DocuSign
Future-state HR Service Delivery Model
IMPACT and Decision Support Position Descriptions

Note: Position descriptions are draft and not yet final. Position descriptions are subject to change.
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HR Analyst,
IMPACT & Decision Support

Position Summary

The HR Analyst, IMPACT & Decision Support position is a vital role designed to provide best in class HR programs and policies, HR data and technology, and HR financing and business operations to support the University of Virginia. This Analyst-level position is responsible for assisting with a variety of key activities within IMPACT, mainly project management, analytics and data, compensation and decision support (finance, budget and business operations). The HR Analyst will exhibit a level of independence and autonomy in a majority of the work done, operating under the guidance of the unit leadership. The incumbent will report to the HR Manager, Business Operation and will not have direct reports.

Responsibilities and Duties

- Manage projects and governance
- Identify and help manage potential HR issues and risks
- Solve complex challenges using a practical/business-driven approach
- Perform ad hoc analysis, calculations and design reports
- Research leading practices, apply HR knowledge and synthesize relevant data to support key activities, deliverables and decisions
- Support key activities related to HR initiatives through the implementation life cycle

Functional Area Outcomes

- Align HR projects / activities with other University projects to minimize disruption
- Deliver HR projects on time, within scope, and within budget
- Increase efficiency and effectiveness in HR project management
- Improve HR culture
- Manage education and guidance to reduce risk
- Provide compliant, transparent, and easily accessible policies
- Respond to requests and inquiries in a timely and comprehensive manner

Knowledge, Skills and Abilities

- Apply lean and leading practice concepts to current HR and University activities
- Work in higher education demonstrated by relevant course work, interest, or industry experience
- Learn and work independently with minimal supervision, demonstrating integrity, maturity, dependability, and a positive attitude
- Demonstrate analytical and problem-solving skills
Use effective organization and time management skills and work under pressure to adhere to project deadlines
Take full responsibility for tasks including consistently reviewing own work to identify and improve an approach for producing high quality work products
Uphold integrity within a professional environment
Perform quantitative and analytical analysis and reports
Organize complicated tasks, prioritize work, and manage time against deadlines
Present via written and oral communication, making and delivering presentations

Minimum and Preferred Qualifications

Required Experience: 2 years of relevant experience

Preferred Experience:

- Familiarity with HR
- Familiarity or hands on experience with an HRIS or HRMS
- Knowledge of financial reporting (QuickBooks, other tools) and financial terms
- Development of budgets and reporting actual and variance reports

Required Education: Bachelor’s degree
HR Manager, Business Operations

Position Summary

The Manager, HR Business Operations position is a vital role designed to provide best in class HR programs and policies to support the University of Virginia. This Manager-Level position is responsible for leading and overseeing all HR strategic initiatives and prioritizing initiatives. The incumbent will support HR financial planning and budget management, as well as oversee HR compliance programs and initiatives including the promotion of consistent policy interpretation and application. The incumbent will report to the AVP, HR IMPACT and Decision Support and manage a team of Business Operations professionals.

Responsibilities and Duties

- Oversee the annual HR budget planning process and present options analysis in the event of budget constraints, using financial models to support key decisions
- Partner with HR colleagues to develop business case and relevant financial support for key HR initiatives, and liaise with Facilities Management to coordinate necessary repairs or improvements
- Oversee financial dashboards and other financial reporting mechanisms to track HR financial activity across divisions, business units, cost center and planned vs. actuals, and use projection tools to ensure planned activities do not exceed budget
- Articulate expectations internally and with third-parties regarding budget expectations and regularly monitor delivery vs. projected actuals, reconcile all HR departmental accounts, and monitor expenditures
- Prepare detailed annual budget of salaries and OTPS expenditures, and provide monthly statements of expenses and reserves
- Assign funding sources for all transactions in accordance with UVA, State of Virginia, and Federal guidelines
- Review all accounts on a regular basis, resolve deficit problems as needed, identify ways to spend HR funds more efficiently, and prepare departmental budget projections
- In a timely fashion, ensure that funds are properly accounted for, documented, and expended accordingly to University accounting procedures
- Ensure all training related to annual Accounting P-card usage are taken and documented to ensure compliance
- Support financial reporting related efforts regarding University financial reporting and disclosure, HR Financial Transactions, HR reconciliation of state reporting requests, and CAS reporting

Functional Area Outcomes

- Align HR projects/activities with other University projects to minimize disruption
- Deliver HR projects on time, within scope, and within budget
- Increase efficiency and effectiveness in HR project management
- Improve HR culture
- Manage education and guidance to reduce risk
- Provide compliant, transparent, and easily accessible policies
- Respond to requests and inquiries in a timely and comprehensive manner
Knowledge, Skills and Abilities

- Research, analyze, balance and/or reconcile financial data
- Understand and apply University policies and procedures
- Use strong interpersonal skills and communicate effectively, both orally and in writing
- Demonstrate strong knowledge in financial reconciliation and sources of funds.
- Demonstrate attention to detail
- Prepare financial reports, and/or update financial statements and/or projections
- Manage costs associated with third party vendors
- Construct and make recommendations of cost/benefits analysis
- Work in HR systems, financial planning, and business analysis/statistics technology
- Establish credibility and influence key stakeholders at all organizational levels
- Create timely, practical, and tangible solutions with limited information, and make decisions during times of uncertainty
- Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
- Apply strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress while working under pressure to meet deadlines
- Encourage idea generation across teams and develop people
- Manage confidential data

Minimum and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience:

- Legal and/or audit background
- Financial reporting and budgeting, including conditional modelling and determining return on investment
- Interpreting and operationalizing compliance with relevant statutory legislation and regulations
- Overseeing project management, including knowledge of project management concepts and methodologies
- Presenting complex finance and budgeting information to non-financial staff
- Working in a team environment that requires quick turnaround and quality output

Required Education: Bachelor’s degree

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR, Certified Internal Auditor (CIA), certified compliance professional designation or an equivalent professional qualification

Required Computer Applications: MS Office skills (Outlook, Word, Excel, and PowerPoint)

Preferred Computer Applications:

- Advanced Excel skills
- MS Project
- Policy authoring and/or tracking software
HR Senior Specialist, Immigration Services

Position Summary

The HR Sr. Specialist, Immigration Services is a vital role designed to provide best in class immigration services to support the University of Virginia. This Sr. Specialist-level position is responsible for providing counsel regarding US immigration processes and policies, consulting with legal and finance on complex immigration issues, and ensuring proper processing of the University’s immigration caseload. The position also works closely across University groups, units and/or people (including, but not limited to, Internal Audit, Enterprise Risk Management, policy review committees, and Organizational Excellence) to ensure proper immigration compliance. The incumbent will report to the HR Manager, Business Operation and will not have direct reports.

Responsibilities and Duties

- Partner with internal and external legal counsel to ensure immigration policies and procedures are compliant
- Support HR Manager, Business Operations in responding to claims for EEOC, Code of Conduct, discrimination, harassment and other legal/policy issues
- Provide policy interpretation and perspectives and make referrals to relevant University and HR contacts
- Oversee the management of the immigrant Visa process
- Develop the strategy for U.S. immigration framework training
- Maintain quality service by establishing and enforcing organization standards
- Complete and submit any state and federal required immigration compliance documents
- Keeps other departments abreast of requirements by researching regulatory and filing information; writing and communicating guidelines
- Determines appropriate taxability of various payments made to foreign nationals
- Coordinate contacts with federal agencies (Department of State, Labor, Homeland Security)
- Direct I-9 verification process as it pertains to foreign nationals; consult with departments on I-9 process; provide education/training on I-9 process to departments/schools
- Monitor all payments to foreign nationals (employee wages, scholarship/fellowship payments, honoraria, etc.) for tax implications, and monitor and ensure completion of all 1042 tax related activity

Functional Area Outcomes

- Align HR projects / activities with other University projects to minimize disruption
- Deliver HR projects on time, within scope, and within budget
- Increase efficiency and effectiveness in HR project management
- Improve HR culture
- Manage education and guidance to reduce risk
- Provide compliant, transparent, and easily accessible policies
- Respond to requests and inquiries in a timely and comprehensive manner
Knowledge, Skills and Abilities

- Practice the principles, methods, and techniques pertinent to the IMPACT function
- Comply with all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting compliance, compensation, and business operations
- Establish credibility and influence key stakeholders at all organizational levels
- Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
- Adapt to new ideas and situations of ambiguity and integrate relevant information to achieve results
- Demonstrate strong organizational skills and attention to detail
- Lead and manage projects simultaneously while working under pressure to meet deadlines, including the use of tools to track, monitor and report project status
- Present and advocate, both in writing and orally
- Lead through influencing rather than authority
- Use strong organizational skills and attention to detail

Minimum and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience:

- Experience working for a four-year higher education institution and/or an affiliated health system
- Familiarity with Lean, Project Management, Program Management, Cloud Technology, Vendor Management, and HR domain

Required Education: Bachelor's degree

Preferred Computer Applications: I-9 and Immigration Management Software

Required Computer Applications: MS Office
Position Summary

The HR Sr. Specialist, IMPACT & Decision Support position is a vital role designed to provide best in class HR Programs and Policy project management to support the University of Virginia. This Sr. Specialist-level position is responsible for assisting with a variety of project management-related activities, such as helping project management to ensure that projects are delivered on time, within scope and within budget. This position advances leading practices in project management and oversees education and outreach about such practices. The incumbent will report to the HR Manager, Business Operation and will not have direct reports.

Responsibilities and Duties

- Develop project scopes and objectives, and ensure that all assigned projects are delivered on time, within scope and within budget
- Develop project plan(s) to track progress, and use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques, and report and escalate issues to HR Manager, Business Operation as needed
- Manage customer and stakeholders relationships
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Strategically evaluate timing of initiatives to identify interdependencies and create value across initiatives
- Facilitate cross-functional communication both within and outside HR during key initiatives
- Evaluate tools in the marketplace to maximize project planning and documentation, and attend training

Functional Area Outcomes

- Align HR projects / activities with other University projects to minimize disruption
- Deliver HR projects on time, within scope, and within budget
- Increase efficiency and effectiveness in HR project management
- Improve HR culture
- Manage education and guidance to reduce risk
- Provide compliant, transparent, and easily accessible policies
- Respond to requests and inquiries in a timely and comprehensive manner

Knowledge, Skills and Abilities

- Practice the principles, methods, and techniques pertinent to the IMPACT function
- Establish credibility and influence key stakeholders at all organizational levels
- Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
- Adapt to new ideas and situations of ambiguity and integrate relevant information to achieve results
- Demonstrate strong organizational skills and attention to detail
• Lead and manage projects simultaneously while working under pressure to meet deadlines
• Oversee projects where coordination across activities and multiple teams is necessary, including the use of tools to track, monitor and report project status
• Present and advocate, both in writing and orally
• Lead through influencing rather than authority

Minimum and Preferred Qualifications

**Required Experience:** 4 years of relevant experience

**Preferred Experience:**

• Participation in a large transformation, particularly where coordination across activities and workstreams is necessary
• Proven capability to scope, manage and deliver projects/initiatives on time and on/under budget.
• Demonstrated ability to work in a team environment that requires quick turnaround and quality output

**Required Education:** Bachelor’s degree

**Preferred Certifications:** PHR, SHRM-CP, SHRM-SCP, SPHR, PMP / PRINCE II certification or an equivalent professional qualification

**Preferred Computer Applications:** Workday and/or other SaaS-based HRIS software

**Required Computer Applications:** MS Office
HR Senior Specialist, Policy, Risk Management and Compliance

Position Summary

The HR Sr. Specialist, Policy, Risk Management and Compliance position is a vital role designed to provide best in class policy-related services to support the University of Virginia. This Sr. Specialist-level position is responsible for assisting with a variety of policy governance, risk management and compliance activities. This position supports HR policy creation, modification, interpretation, and application, and also ensures that HR complies with regulatory requirements. The incumbent will report to the HR Manager, Business Operations and will not have direct reports.

Responsibilities and Duties

- Provide considerations to the HR Manager, Business Operations related to risk management and compliance to support executive discussions and decisions
- Partner with internal and external legal counsel to ensure policies and procedures are compliant
- Support HR Manager, Business Operations in responding to claims for EEOC, Code of Conduct, discrimination, harassment and other legal/policy issues
- Drive compliance with University policies, federal, state and local laws, and keep other departments abreast of requirements
- Identify risks associated with current and proposed changes to system infrastructure and HR processes/policies for all impacted stakeholders
- Integrate with University risk management teams and initiatives to represent HR risk considerations, provide policy interpretation and perspectives, make referrals, and deliver added value
- Research regulations by reviewing regulatory bulletins and other sources of information, and maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in professional societies
- Compile information by coordinating rate deviation filings, maintaining updated rate matrices, and providing overviews of product disclosures
- Complete disclosures and required reporting timely and accurately by collecting, analyzing, and summarizing information
- Maintain rapport with regulatory personnel by arranging continuing contacts and resolving concerns

Functional Area Outcomes

- Align HR projects / activities with other University projects to minimize disruption
- Deliver HR projects on time, within scope, and within budget
- Increase efficiency and effectiveness in HR project management
• Improve HR culture
• Manage education and guidance to reduce risk
• Provide compliant, transparent, and easily accessible policies
• Respond to requests and inquiries in a timely and comprehensive manner

Knowledge, Skills and Abilities

• Team with colleagues to avoid delay in key activities, while ensuring compliance is a priority
• Comply with all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting compliance, compensation, and business operations
• Apply principles, methods, and techniques pertinent to the IMPACT function
• Work with HR systems and controls
• Use strong organizational skills and attention to detail
• Apply innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
• Lead and manage complex projects simultaneously while working under pressure to meet deadlines
• Research and write policies, and write persuasively about statute, regulation, and policy implementation, impact and interpretation
• Track and report about policies, enterprise risk, and compliance
• Work in a team environment that requires quick turnaround and quality output

Minimum and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: Experience as a paraprofessional (legal and/or audit)

Required Education: Bachelor’s degree

Preferred Certifications: Certification as an audit, HR or compliance professional

Required Computer Applications: MS Word

Preferred Computer Applications: Policy tracking / authoring software
HR Specialist, Policy, Risk Management and Compliance

Position Summary

The HR Specialist, Policy, Risk Management and Compliance position is a vital role designed to provide best in class HR policy-related services to support the University of Virginia. This Specialist-level position is responsible for assisting with HR policy creation, modification, interpretation, and application, as well as identifying and mitigating people risks and ensuring HR complies with regulatory requirements. The incumbent will report to the HR Manager, Business Operations and will not have direct reports.

Responsibilities and Duties

- Provide considerations to the HR Manager, Business Operations related to risk management and compliance to support executive discussions and decisions
- Partner with internal and external legal counsel to ensure policies and procedures are compliant
- Support the HR Manager, Business Operations in responding to claims for EEOC, Code of Conduct, discrimination, harassment and other legal/policy issues
- Drive compliance with University policies, federal, state and local laws, and complete disclosures and required reporting timely and accurately
- Provide policy interpretation and perspectives and make referrals to relevant University and HR contacts
- Identify risks associated with current and proposed changes to system infrastructure and HR processes/policies for all impacted stakeholders
- Periodically assess HR risk, identify control gaps and identify opportunities to improve consistency of risk management across the HR organization
- Integrate with University risk management teams and initiatives to represent HR risk considerations and deliver added value

Functional Area Outcomes

- Align HR projects / activities with other University projects to minimize disruption
- Deliver HR projects on time, within scope, and within budget
- Increase efficiency and effectiveness in HR project management
- Improve HR culture
- Manage education and guidance to reduce risk
- Provide compliant, transparent, and easily accessible policies
- Respond to requests and inquiries in a timely and comprehensive manner
Knowledge, Skills and Abilities

- Team with colleagues to avoid delay in key activities, while ensuring compliance is a priority
- Comply with all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting compliance, compensation, and business operations
- Apply principles, methods, and techniques pertinent to the IMPACT function, including project management, governance and risk management, HR analytics and technology, compensation, and finance
- Work with HR systems and controls
- Use strong organizational skills and attention to detail
- Apply innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress
- Lead and manage complex projects simultaneously while working under pressure to meet deadlines
- Conduct research related to statute, regulation, policy and write persuasively (e.g., having authored position papers)
- Demonstrate communication skills and ability to work in a team environment that requires quick turnaround and quality output

Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:**

- Experience working with HR policies, regulations, statutes, ordinances, etc.
- Experience as a paraprofessional (legal and/or audit).

**Required Education:** Bachelor's degree

**Preferred Certifications:** Certification as an audit, HR or compliance professional

**Preferred Computer Applications:** MS Office
**Position Summary**

The Director, HR People Data and Technology position is a strategic role designed to manage best in class HR data and technology capabilities and technology support services to support the HR function. This Director-level position is responsible for leading and overseeing all strategic HR technology initiatives at the University. This position directs a team of technology resources to manage existing and new HR technology assets. The incumbent will report to the AVP, HR IMPACT and Decision Support and manage a team of HR Specialists and Business Analysts.

**Responsibilities and Duties**

- Provide guidance, review of work outputs and oversight to People Data and Analytics Specialist, Functional Analysts, Technology Analysts and Data Engineers
- Collaborate with subject matter experts across HR service areas (learning and development, staffing, talent management, diversity, compliance) to promote data governance and stewardship, data quality and advancement of HR technology capabilities
- Support the HR IMPACT team, the HR function and HR customers to identify challenges and opportunities; translate to data insights
- Oversee data integration and availability across the University’s HR technology along with inbound and outbound data integrations
- Strategically consider University and HR improvement efforts and align technology investment to serve as an enabler
- Oversee system administration and tenant management
- Oversee implementation of Workday releases to identify impact and enhancement opportunities
- Oversee Workday system security including creating and updating user roles and monitor dashboards to support decision making within the organization

**Functional Area Outcomes**

- Provide real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics

**Knowledge, Skills and Abilities**

- Manage third party vendors
- Create timely, practical, and tangible solutions with limited information, and make decisions during times of uncertainty
Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
Lead teams and motivate others to maximize input and accomplish goals, especially after experiencing setbacks
Demonstrate strong leadership capabilities with a passion to encourage idea generation across teams and develop people
Lead and manage complex projects simultaneously while working under pressure to meet deadlines
Build both organizational and individual capabilities
Deliver value-add project outputs on time and on budget

Minimum and Preferred Qualifications

**Required Experience:** 7 years including 5 years of experience managing teams

**Preferred Experience:**

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

**Required Education:** Bachelor’s degree

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

**Required Computer Applications:** MS Office

**Preferred Computer Applications:** Workday and/or other SaaS-based HRIS software
HR Analyst, Business Analyst

Position Summary

The HR Analyst, Business Analyst position is a vital role designed to provide best in class business analysis services to support the University of Virginia. This Analyst-level position is responsible for assisting with a variety of business analysis activities, such as ensuring the successful completion of analytical, building, testing and deployment tasks of the University’s HR software, collaborating with the HR team to understand business needs and advise on changes to system configuration. The HR Analyst, Business Analyst also identifies business requirements for system solutions or improved processes that will increase efficiency and overall productivity, recommends potential solutions that provide the most effective University-wide results, and recommends changes in procedures in the spirit of continuous improvement. The incumbent will report to the Sr. Director, HR People Data and Technology and have no direct reports.

Responsibilities and Duties

- Manage system configuration for HR information system
- Interface with HR representatives across the organization to manage workflow and system enhancements
- Contribute in testing and quality assurance process, including executing regression testing
- Manage development of design documents by collaborating with process owners, gathering business requirements, creating functional specifications, and identifying, documenting, and resolving design issues
- Determine gaps between business needs and current offerings and work with the team to recommend efficient and effective long-term solutions
- Collaborate with developers and end-users to insure that application functionality meets client needs
- Test solutions, problem-solve issues, and coordinate enhancements

Functional Area Outcomes

- Provide real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics

Knowledge, Skills and Abilities

- Create timely, practical, and tangible solutions with limited information, and make decisions during times of uncertainty
- Work with HR systems, computer science, systems configuration, and testing
• Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
• Lead teams and motivate others to maximize input and accomplish goals, especially after experiencing setbacks
• Manage complex projects simultaneously while working under pressure to meet deadlines
• Elicit requirements and testing
• Analyze data to draw business-relevant conclusions and data visualization techniques and tools
• Generate process documentation
• Demonstrate strong written and verbal communication skills including technical writing skills
• Use strong attention to detail, analytical acumen, intellectual curiosity, creativity, and practice good work ethic

Minimum and Preferred Qualifications

Required Experience: Up to 4 years of relevant experience

Required Education: Bachelor’s degree

Preferred Qualifications: Experience with Workday’s Human Capital Management (HCM) and Payroll functionality or a similar HRIS SaaS system

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

Required Computer Applications: MS Office

Preferred Computer Applications: Workday and/or other SaaS-based HRIS software
HR Senior Specialist, 
People Data and Analytics

Position Summary

The HR Sr. Specialist, People Data and Analytics position is a vital role designed to provide best in class people data and analytics services to support the University of Virginia. This Sr. Specialist-level position is responsible for identifying risks and opportunities through data, advising on data improvement initiatives and executing data analysis activities focused on generating usable insights for HR practitioners. This position is responsible for distributing leading data and analytic practices such as people analytic needs, data literacy, and analytical thinking throughout the HR organization. The HR Sr. Specialist will report to the Director, HR People Data and Technology and will not have direct reports.

Responsibilities and Duties

- Use technology and analytical tools to identify risks and opportunities through data, develop and analyze enterprise-wide people and other cross-functional data, and create visualizations for effectively presenting data (e.g. dashboards)
- Create, maintain, and ensure quality assurance of key HR data sets, reports, and metrics while interpreting complex organizational needs into reports and analytics to meet UVA’s strategic and operational goals and objectives
- Conduct predictive data modeling and analytics, projections, and forecasting to identify trends, patterns, areas of risk, and opportunity
- Partner with other functions to understand and deliver on their people data needs from standard reporting and workforce planning support to executive level analysis and recommendations
- Provide support in the areas of people metrics, reporting, and advanced and predictive analytics
- Support HR leaders’ access to self-service reporting functionality with ad hoc data / reporting needs and escalate issues and risks to the department leadership
- Establish, monitor, and adapt mechanisms that measure the impact of people and HR programs
- Translate and communicate insights to key stakeholders through presentations, data visualization, and storytelling

Functional Area Outcomes

- Provide real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics
Knowledge, Skills and Abilities

- Manage third party vendors
- Create timely, practical, and tangible solutions with limited information, making decisions during times of uncertainty
- Show expertise with HR systems, business analysis / statistics technology, and project management
- Plan effectively and maximize results to meet both short and long range goals and objectives
- Lead teams and motivate others to maximize input and accomplish goals, especially after experiencing setbacks
- Manage complex projects simultaneously while working under pressure to meet deadlines
- Analyze and present information and provide advice
- Communicate in daily interactions and clearly articulate specific information in associated area
- Work independently or as part of a team requiring quick turnaround and quality output
- Complete tasks without immediate supervision
- Use computer applications with a working knowledge of various database and software programs
- Scope, manage projects / initiatives, and successfully deliver outcomes

Minimum and Preferred Qualifications

**Required Experience:** 4 years of relevant experience

**Preferred Experience:** Solid background in human resources (HR) with understanding of HR service delivery, technical HR concepts and ability to identify interdependencies with other functions outside of HR such as finance and technology

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Analytics for Talent Management (ATM); PHR, SHRM-CP, SHRM-SCP, SPHR or project management (by PMI), or an equivalent professional qualification

**Required Computer Applications:** Microsoft Office

**Preferred Computer Applications:**
- Microsoft SharePoint
- Data visualization tools (Tableau, Qlik, etc.)
- Experience with cloud-based analytics platforms (e.g., Visier)
- Microsoft Project or other project management tools
- Workday and / or other SaaS-based HR software
HR Senior Specialist,
People Data Governance and Standards

Position Summary

The HR Sr. Specialist, People Data Governance & Standards position is a vital role designed to provide best in class data governance and standards to support the University of Virginia. This Sr. Specialist-level position is responsible for establishing data standards covering data consistency across active and historical HR data sets and creating advanced reporting through enhanced metadata and data mapping activities. The HR Sr. Specialist will maintain the University-wide HR data strategy and governance protocols including field definitions, access rights and storage mechanisms. The incumbent will report to the Director, HR People Data and Technology and will not have direct reports.

Responsibilities and Duties

- Determine access rights to all data fields, data storage requirements, data transfer protocols, and document and communicate to the HR and University communities
- Maintain data quality through regular assessment and improvement through enrichment, cleansing and standardization
- Escalate potential issues and risks to the Director, HR People Data and Technology
- Monitor data collection procedures to drive consistency and accuracy across the University
- Identify data variances across systems and works with appropriate colleagues and system owners to standardize data fields
- Assesses data and maps, as needed, to support reporting and analytics efforts
- Execute leading-practice data mining techniques/practices and extend data to and from third party sources of information, as needed
- Perform ad-hoc analyses and queries, and is able to present results in a clear manner
- Create automated data anomaly detection systems and constantly monitor performance

Functional Area Outcomes

- Provide real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics

Knowledge, Skills and Abilities

- Create timely, practical, and tangible solutions with limited supervision, and prioritize, multi-task and respond with a sense of urgency to immediate needs, especially during times of uncertainty
- Work with HR systems and business analysis technology
Facilitate interactions across disciplines in a manner that makes disparate topics understandable to all parties, and foster collaboration

Adapt to new ideas and situations of ambiguity and integrate relevant information to achieve results

Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives

Apply strong organizational skills and attention to detail

Demonstrate strong and innovative problem solving and analytical skills to frame recommendations to leadership and thoughtfully and tactfully navigate barriers to progress

Embrace entrepreneurial spirit and challenge the status quo through recognizing and capitalizing on opportunities to improve the organization

Provide thought leadership and domain expertise in the area of data quality and conversion support

Have high attention to detail with innate need to investigate complex issues and thoroughly test solutions

Minimum and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: Affiliated academic medical center HRIS implementation experience

Required Education: Bachelor’s degree

Preferred Education: Master’s degree

Preferred Qualifications:

- Academic and/or employment concentration in Information Systems, Data Science, or Technology
- PHR, SHRM-CP, SHRM-SCP, SPHR or an equivalent professional qualification

Required Computer Applications: MS Office

Preferred Computer Applications: Workday or other SaaS-based HRIS software
HR Specialist,
People Data and Analytics

Position Summary

The HR Specialist, People Data and Analytics position is a vital role designed to provide best in class people data and analytics services to support the University of Virginia. This Specialist-level position is responsible for assisting with a variety of data and analytics activities, such as building, maintaining and interpreting reports and data so that HR professionals can make and recommend decisions and predict outcomes based on data. The incumbent will report to the Director, HR People Data and Technology and will not have direct reports.

Responsibilities and Duties

- Use technology and analytical tools to identify risks and opportunities through data, develop and analyze enterprise-wide people and other cross-functional data, and create visualizations for effectively presenting data (e.g. dashboards)
- Create, maintain, and ensure quality assurance of key HR data sets, reports, and metrics, while interpreting complex organizational needs into reports and analytics to meet UVA’s strategic and operational goals and objectives
- Conduct predictive data modeling and analytics, projections and forecasting to identify trends, patterns, areas of risk and opportunity
- Partner with other functions to understand and deliver on their people data needs: from standard reporting and workforce planning support, to executive level analysis and recommendations
- Provide support in the areas of people metrics, reporting, and advanced and predictive analytics
- Support HR leaders’ access to self-service reporting functionality with ad hoc data / reporting needs, and escalate issues and risks to the department leadership
- Establish, monitor, and adapt mechanisms that measure the impact of people and HR programs
- Translate and communicate insights to key stakeholders through presentations, data visualization, and storytelling

Functional Area Outcomes

- Provide real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics

Knowledge, Skills and Abilities

- Manage third party vendors
- Create timely, practical, and tangible solutions with limited information, make decisions, and provide advice during times of uncertainty
- Work with HR systems, PMO, and business analysis/statistics technology
- Use excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
- Lead teams and motivate others to maximize input and accomplish goals, especially after experiencing setbacks
- Scope and manage complex projects simultaneously while working under pressure to meet deadlines
- Clearly articulate specific information in associated area
- Complete tasks without immediate supervision

Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:** HR background with understanding of HR service delivery, technical HR concepts and ability to identify interdependencies with other functions outside of HR such as finance and IT

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Analytics for Talent Management (ATM); Professional certification in human resources (by SHRM and/or PHR) or project management (by PMI), or an equivalent, related professional qualification

**Required Computer Applications:** MS Office

**Preferred Computer Applications:**
- Microsoft SharePoint
- Data visualization tools (e.g., Tableau, Qlik, etc.)
- Experience with cloud-based analytics platforms (e.g., Visier, etc.)
- Microsoft Project or other project management tools Workday and/or other SaaS-based HRIS software
Senior HR Business Analyst

Position Summary

The Sr. HR Business Analyst position is a vital role designed to provide best in class business analysis services to support the University of Virginia. This Sr. Analyst-level position supports testing and deployment tasks of the University’s HR software, and collaborates with the HR team to understand business needs and advise on changes to system configuration. This position is responsible for identifying new and changing business requirements for HR systems and for supporting software enhancements and proactively planning to integrate changes supporting documentation. The incumbent will report to the Director, HR People Data and Technology and will not have direct reports.

Responsibilities and Duties

- Manage Workday system configuration
- Interface with HR representatives across the organization to manage workflow and system enhancements
- Contribute in testing and quality assurance process, including executing regression testing
- Manage development of design documents by collaborating with process owners, gathering business requirements, creating functional specifications, and identifying, documenting, and resolving design issues
- Determine gaps between business needs and current offerings and work with the team to recommend efficient and effective long-term solutions
- Collaborate with developers and end-users to insure that application functionality meets client needs
- Test solutions, problem-solve issues, and coordinate enhancements

Functional Area Outcomes

- Provide real-time reporting, analytics, and people insights, coordinated among multiple sources, to enable informed and accelerated decision making
- Promote data consistency, accuracy, and completeness with articulated data standards
- Support HR forecasting and predictive modeling
- Enhance automation and access across multiple devices
- Foster continuous innovation
- Practice and support agility to accommodate organizational changes and higher education dynamics

Knowledge, Skills and Abilities

- Create timely, practical, and tangible solutions with limited information, and making decisions during times of uncertainty
- Work in HR systems, computer science, systems configuration, and testing
- Utilize excellent management skills to plan effectively and maximize results to meet both short and long range goals and objectives
- Lead teams and motivate others to maximize input and accomplish goals, especially after experiencing setbacks
- Manage complex projects simultaneously while working under pressure to meet deadlines
- Elicit requirements and testing
- Analyze data to draw business-relevant conclusions and data visualization techniques and tools
- Generate process documentation
- Use strong written and verbal communication skills including technical writing skills
- Use strong attention to detail, analytical acumen, intellectual curiosity, and creativity, and practice good work ethic

Minimum and Preferred Qualifications

**Required Experience:** 4 years of relevant experience

**Preferred Experience:** Experience as a BA configuring Workday's Human Capital Management (HCM) and Payroll functionality, or a similar HRIS SaaS system

**Required Education:** Bachelor's degree

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

**Required Computer Applications:** Microsoft Office

**Preferred Computer Applications:** Workday and/or other SaaS-based HRIS software
Position Summary

The HR Analyst, Compensation position is a vital role designed to provide best in class compensation-related services to support UVA. This Analyst-level position is responsible for assisting with a variety of HR compensation activities, such as development, implementation and administration of compensation programs. This position may be aligned to a major entity (Academic/Administration divisions or Health System). The incumbent will report to the Director, Total Rewards and will not have direct reports.

Responsibilities and Duties

- Assist with the analysis and evaluation of external market data and internal data about the current and projected employee population to develop salary budgets and forecasts
- Provide inputs for the compensation framework within the HR technology solution
- Complete market survey(s) and other data collection/aggregation activities
- Review and research exceptions and deviations from policies
- Gather data for response to external market surveys, execute response to surveys and summarize outputs
- Coordinate closely with HR technology for required system changes
- Participate in the resolution of wage and hour issues
- Review new and changed job descriptions to ensure consistency of information and recommend placement with existing compensation structures
- Assist as requested with compensation-related issues affecting organizational redesigns
- Work collaboratively with HR Solution Center to respond to requests and questions

Functional Area Outcomes

- Provide transparent, compliant and clearly articulated compensation philosophy and governance
- Market competitive salary structures and practices
- Deliver leadership education and guidance on pay practices
- Prepare consistent classification and titling of positions
- Ensure internal equity and external pay competitiveness practices

Knowledge, Skills and Abilities

- Work with third party compensation surveys
- Solve mathematical and analytical problems
- Work with HR systems and compensation planning technology
- Pay meticulous attention to detail
Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:** Working for a 4-year higher education institution and/or an affiliated health system. Familiarity with lean, project management, cloud technology, and HR domain

**Required Education:** Bachelor's degree

**Preferred Certifications:** CCP

**Preferred Computer Applications:** Microsoft Office
HR Senior Specialist, Benefits

Position Summary

The HR Sr. Specialist, Benefits position is a vital role designed to provide best in class benefits-related services to support the University of Virginia. This Sr. Specialist-level position is responsible for assisting with a variety of benefits-related HR activities, such as developing and conducting analyses, interpreting results and making recommendations that support the development and maintenance of effective benefits programs. The HR Sr. Specialist, Benefits is responsible for the administration of the benefits programs in accordance with established policies. The incumbent will report to the Director, Total Rewards and will not have direct reports.

Responsibilities and Duties

- Develop and execute of employee benefits guiding principles, strategy and administration
- Prepare supporting budgets and program measurement for the University’s benefits program based on national best practices
- Identify key strategic partnerships with appropriate and relevant internal and external organizations supporting the University’s benefits programs
- Provide content expertise for benefits promotion and awareness initiatives; lead and support program development and diversification (new products and markets) in recommending and/or implementing new benefits, as appropriate
- Evaluate programs for cost effectiveness and optimal outcomes
- Ensure benefits program alignment with the University of Virginia’s Strategic Plans
- Facilitate key presentations both nationally and within the community
- Partner with HR Solution Center
- Conduct needs assessments and analyses to ensure that benefits services address customer demands

Functional Area Outcomes

- Competitive and affordable benefit plans
- Strategically focused plan development to foster a healthy workforce, while managing financial investment
- Demonstrated value of wellness and other health programming
- Increased participation in supplemental retirement savings programs
- Improved benefit decision support tools
- Effective management of regulatory compliance risk
- Optimized benefit administration efficiency

Knowledge, Skills and Abilities

- Apply knowledge of current benefits trends
- Forge relationships with partners and providers in the benefits arena
- Apply, as appropriate, knowledge of principles, methods, and techniques pertinent to the HR function of which the Benefits team is a part, including project management, governance and risk management, HR analytics and technology, compensation, and finance
• Demonstrate strong organizational skills and attention to detail

Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:**

• Experience working for a four-year higher education institution and/or an affiliated health system
• Familiarity with Lean, Project Management, Program Management, Cloud Technology, Vendor Management, and HR domain

**Required Education:** Bachelor's degree

**Preferred Education:** Master's degree

**Preferred Certifications:** Certified Employee Benefit Specialist (CEBS) certification
HR Senior Analyst, Compensation

Position Summary

The HR Sr. Analyst, Compensation position is a vital role designed to provide best in class compensation-related services to support the University of Virginia’s Academic / Administration Divisions or Health System. This Sr. Specialist-level position is responsible for supporting compensation program and plan design, implementation and ongoing administration. The incumbent will report to the Director, HR Total Rewards and will not have direct reports.

Responsibilities and Duties

- Administer the University’s compensation plans
- Conduct systematic audits and maintain knowledge of labor, wage and hour regulations, including but not limited to FLSA and fair pay dictates
- Provide inputs for the compensation framework within the HR technology solution and participate in any surveys or other data collection or aggregation activities
- Gathers data for response to external market surveys, executes response to surveys and summarizes outputs
- Work with managers to develop job profiles and compensation structures
- Coordinate closely with HR technology for required system changes
- Understand employee turnover trends and possible causal compensation connections
- Analyze competitiveness of pay through, for example, the use of third party surveys
- Assist as requested with compensation-related issues affecting organizational redesigns
- Work collaboratively with HR Solution Center to respond to requests and questions

Functional Area Outcomes

- Provide transparent, compliant and clearly articulated compensation philosophy and governance
- Market competitive salary structures and practices
- Deliver leadership education and guidance on pay practices
- Prepare consistent classification and titling of positions
- Ensure internal equity and external pay competitiveness practices

Knowledge, Skills and Abilities

- Work with third party compensation surveys
- Administer compensation programs
- Comply with all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting compliance, compensation, and business operations
• Apply, as appropriate, knowledge of principles, methods, and techniques pertinent to the HR function of which the Compensation team is a part, including project management, governance and risk management, HR analytics and technology, compensation, and finance
• Work in HR systems and compensation planning technology
• Demonstrate strong organizational skills and attention to detail
• Demonstrate strong and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress

Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:** Experience working for a 4-year higher education institution, especially one with an academic medical center

**Required Education:** Bachelor's degree

**Preferred Qualifications:** Familiarity with Lean, Project Management, Program Management, Cloud Technology, Vendor Management, and HR domain

**Preferred Certifications:** CCP

**Preferred Computer Applications:** Microsoft products, including Word, PowerPoint and Excel
HR Sr. Specialist, Wellness

Position Summary

The HR Sr. Specialist, Wellness position is a vital role designed to provide best in class wellness-related services to support the University of Virginia. This Sr. Specialist-level position is responsible for assisting with a variety of wellness-related HR activities, such as developing and executing employee wellbeing guiding principles, strategy and administration along with supporting budgets and program measurement for the University’s wellness program based on national best practices. The HR Sr. Specialist is responsible for the administration of the wellness programs in accordance with established policies. The incumbent will report to the Director, Total Rewards and will not have direct reports.

Responsibilities and Duties

- Develop and execute employee wellbeing guiding principles, strategy and administration
- Prepare supporting budgets and program measurement for the University’s wellness program based on national best practices
- Identify key strategic partnerships with internal and external organizations interested in health promotion and wellness to address the changing healthcare environment
- Provide health related content expertise for health promotion and wellness initiatives; lead and support project development and diversification (new products and markets) in recommending and/or implementing new initiatives to enhance health and wellness
- Evaluate programs for cost effectiveness and optimal outcomes
- Ensure program alignment with the University of Virginia’s Strategic Plans
- Facilitate key presentations both nationally and within the community
- Partner with Service Team
- Conduct needs assessments and analyses to ensure that services address customer demands

Functional Area Outcomes

- Provide transparent, compliant and clearly articulated compensation philosophy and governance
- Market competitive salary structures and practices
- Deliver leadership education and guidance on pay practices
- Prepare consistent classification and titling of positions
- Ensure internal equity and external pay competitiveness practices

Knowledge, Skills and Abilities

- Apply knowledge of current health and wellness trends
- Forge relationships with partners in the health promotion and wellness arenas
- Apply, as appropriate, knowledge of principles, methods, and techniques pertinent to the HR function of which the Benefits team is a part, including project management, governance and risk management, HR analytics and technology, compensation, and finance
- Demonstrate strong organizational skills and attention to detail
Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:**

- Experience working for a four-year higher education institution and/or an affiliated health system
- Familiarity with Lean, Project Management, Program Management, Cloud Technology, Vendor Management, and HR domain

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Certified Employee Benefit Specialist (CEBS) certification
HR Specialist, Benefits

Position Summary

The HR Specialist, Benefits position is a vital role designed to provide best in class benefits-related services to support the University of Virginia. This Specialist-level position is responsible for assisting with a variety of benefits activities, such as collecting and analyzing data to prepare reports and budgets, recommending changes to policies, and participating in benefits surveys. The HR Specialist, Benefits also provides input into the decisions about the University’s benefits programs. The incumbent will report to the Director, HR Total Rewards and will not have direct reports.

Responsibilities and Duties

- Administer benefits programming in partnership with key internal and external wellness vendors according to established policies
- Administer benefits programs’ programming and delivery according to established policies
- Evaluate benefits programs and provide recommendations based on the results
- Assist with the collection of benefits data
- Partner with HR Solution Center
- Conduct needs assessments and analyses to ensure that services address customer demands

Functional Area Outcomes

- Competitive and affordable benefit plans
- Strategically focused plan development to foster a healthy workforce, while managing financial investment
- Demonstrated value of wellness and other health programming
- Increased participation in supplemental retirement savings programs
- Improved benefit decision support tools
- Effective management of regulatory compliance risk
- Optimized benefit administration efficiency

Knowledge, Skills and Abilities

- Apply knowledge of current benefits trends
- Forge relationships with partners and providers in the benefits arena
- Apply, as appropriate, knowledge of principles, methods, and techniques pertinent to the HR function of which the Benefits team is a part, including project management, governance and risk management, HR analytics and technology, compensation, and finance
- Demonstrate strong organizational skills and attention to detail.
Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:**

- Experience working for a four-year higher education institution and/or an affiliated health system
- Familiarity with Lean, Project Management, Program Management, Cloud Technology, Vendor Management, and HR domain

**Required Education:** Bachelor’s degree

**Preferred Certifications:** Certified Employee Benefit Specialist (CEBS) certification
HR Specialist, Wellness

Position Summary

The HR Specialist, Wellness position is a vital role designed to provide best in class wellness-related services to support the University of Virginia. This Specialist-level position is responsible for assisting with a variety of wellness activities, such as supporting the administration of the University’s wellness programs in accordance with established policies, support development of effectiveness measures for existing programs, and providing input into the decisions about the University’s wellness programs. The incumbent will report to the Director, Total Rewards and will not have direct reports.

Responsibilities and Duties

- Administer wellness programming in partnership with key internal and external wellness vendors according to established policies
- Administer the wellness programs’ programming and delivery according to established policies
- Evaluate wellness program and provide recommendations for program evaluations
- Assist with the collection of data
- Partner with Service Team
- Conduct needs assessments and analyses to ensure that services address customer demands

Functional Area Outcomes

- Provide transparent, compliant and clearly articulated compensation philosophy and governance
- Market competitive salary structures and practices
- Deliver leadership education and guidance on pay practices
- Prepare consistent classification and titling of positions
- Ensure internal equity and external pay competitiveness practices

Knowledge, Skills and Abilities

- Apply knowledge of current health and wellness trends
- Forge relationships with partners in the health promotion and wellness arenas
- Apply, as appropriate, knowledge of principles, methods, and techniques pertinent to the HR function of which the Benefits team is a part, including project management, governance and risk management, HR analytics and technology, compensation, and finance
- Demonstrate strong organizational skills and attention to detail
Minimum and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:**

- Experience working for a four-year higher education institution and/or an affiliated health system
- Familiarity with Lean, Project Management, Program Management, Cloud Technology, Vendor Management, and HR domain

**Required Education:** Bachelor’s degree
Senior Director, HR
Total Rewards

Position Summary

The Sr. Director, HR Total Rewards position is a strategic role designed to manage best in class compensation, benefits and wellness programs to support the University of Virginia. This Sr. Director-level position is responsible for leading and overseeing all strategic initiatives across the Total Rewards team. Functions within the team include health plan oversight, development of guiding principles for total rewards, the strategy for designing and implementing all total rewards programs, program design, and administration, including communication and compliance. The incumbent will report to the Assistant Vice President, HR IMPACT & Decision Support and lead a team of Total Rewards program professionals.

Responsibilities and Duties

- Develop and execute strategic plans for total rewards, to include compensation, benefits, and wellness
- Design, administer and oversee all total rewards programs, to include compensation, benefits and wellness, and manage the total rewards team
- Develop annual budget projections for all rewards programs
- Manage all third party vendors for compensation, benefits & wellness, including those responsible for market surveys or compensation software and market pricing tools
- Oversee programs related to total rewards whether run by third party vendors or internal resources
- Ensure and oversee systematic audits for compliance including but not limited to FLSA, ACA, GINA, EEOC, and ADA
- Direct the appropriate compensation, benefits & wellness inputs for the HR technology solution and participate in technology programming and upgrades
- Convene the Benefits Oversight Committee and support other related committees such as the Medical Center Compensation Committee, as needed
- Work collaboratively with HR Solution Center to respond to requests and questions
- Oversee the University's HIPAA privacy compliance obligations (including serving as, or designating a, HIPAA privacy officer) and partner with the University's HIPAA security officer

Functional Area Outcomes

- Competitive and affordable benefit plans
- Strategically focused plan development to foster a healthy workforce, while managing financial investment
- Demonstrated value of wellness and other health programming
- Increased participation in supplemental retirement savings programs
- Improved benefit decision support tools
- Effective management of regulatory compliance risk
- Optimized benefit administration efficiency
Knowledge, Skills and Abilities

- Work with senior level management and gain support for ideas
- Set competitive compensation, benefits, and wellness design and strategy
- Confidently make decisions in times of uncertainty
- Comply with all pertinent federal and state regulations, filing and compliance requirements, both adopted and pending, affecting compliance, compensation, and business operations
- Apply, as appropriate, knowledge of principles, methods, and techniques pertinent to the HR function of which the total rewards team is a part, including project management, governance and risk management, HR analytics and technology, compensation, and finance
- Incorporate knowledge of HR systems, compensation planning and benefits/wellness-related technologies
- Use strong organizational and presentation skills
- Use and innovative problem solving and analytical skills to thoughtfully and tactfully navigate barriers to progress

Minimum and Preferred Qualifications

**Required Experience:** 7 years of relevant experience

**Preferred Experience:**

- Oversight of self-funded group health plan(s) and/or experience in either an academic or healthcare environment
- Experience working for a four-year higher education institution and/or an affiliated health system
- Familiarity with lean methodology, project management, program management, cloud technology, vendor management, and HR domain

**Required Education:** Bachelor’s degree

**Preferred Education:** Master’s degree

**Preferred Certifications:** CCP or CEBS

**Preferred Computer Applications:** Microsoft Office