

Future-state HR Service Delivery Model

Office of the CHRO Position Descriptions



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

Table of Contents

- Chief Human Resources Officer
- [Executive Assistant](#)

HR Communications

- [HR Specialist, Communications](#)
- [Senior Director, HR Strategic Initiatives](#)
- [Director, HR Communications](#)

Change Management

- [Senior Director, HR Change Management](#)

Talent

- [Assistant Vice President, HR Talent](#)
- [HR Associate, Executive Assistant](#)

Service

- [Assistant Vice President, HR Service](#)
- [HR Associate, Executive Assistant](#)

IMPACT and Decision Support

- [Assistant Vice President, IMPACT and Decision Support](#)
- [HR Associate, Executive Assistant](#)

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. Proactively monitor for potential escalation issues
- Identify and pursue initiatives to build a strong service culture. Solicit information on, and lead opportunities to strengthen employee engagement and promote a culture of diversity and inclusion
- Manage expectations with the CHRO, HR leadership team, and customers

Lead Teams

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

Functional Area Outcomes

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

Knowledge, Skills and Abilities

- Develop Human Resource strategies and key messages
- Manage across multiple stakeholders, often with varying viewpoints
- Define Human Resource success measures, monitor the effectiveness of initiatives and adjust tactics for improved outcomes

- Strong written, verbal, and interpersonal skills across a broad array of constituencies; diplomacy and tact
- Highly-developed critical thinking and analytical abilities
- Manage or supervise teams
- Input and oversight for strategic communications, change management, project management, and relationship building
- 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

Director, HR Communications

Position Summary

The Director, HR Communications designs, directs and implements a comprehensive communications strategy in support of the division's strategic goals, including promotion of the UVA employee value proposition. This position oversees and manages all Human Resources communications and maintains the integrity of the UVA brand, culture, and values by collaborating with communications teams across the University to support UVA's strategic and operational goals and objectives. The incumbent reports to the Senior Director, HR Strategic Initiatives and manages a team of HR Communications Specialists.

Responsibilities and Duties

- Works closely with the HR leadership team across to develop an over-arching strategic communications plan that supports the employee value proposition and HR's mission, goals and objectives, including the research and writing of a plan with objectives, program recommendations, measurable outcomes and the execution of communications activities
- Oversees and manages all Human Resources communications, including executive leadership communications, and all functional updates for employee focused communications, ensuring they are ready for public consumption and are consistent in messaging, style, tone, and language
- Sets communication approach and acts as final approver for all HR related communications:
 - Sets communication direction and intent
 - Establishes vehicles and communication templates
 - Coordinates appropriate review and sign off on communication materials
 - Coordinates distribution of communications internally and / or across the University;
 - Aids in the development, implementation and management of external communications efforts
 - Conducts and reports outcome measures, adjusting approach as appropriate
- Collaborates with all other communications functions across the University to produce high-quality communications, that are coherent and in alignment with the reputation of the University; Regularly meets and conducts numerous communications activities with these teams to discuss and determine consistent UVA messaging, language, and tone preferences for all UVA communications
- Leads the effort to build a solid internal communications infrastructure, which includes identifying various communications channels and vehicles for a variety of different audiences
- Oversees the Human Resources website, social media and other related communication vehicles, setting-strategy and managing content updates
- Ensures alignment with University and Medical Center brand communications
- Stays abreast of relevant industry trends and participates in best practice discussions with national peer groups. Relates applicable best practices back to team
- Sets internal standards and provides templates to the HR Community as appropriate
- Provides regular progress reports to cover progress against plan, open issues, plan changes and proposals. Solicits counsel and assistance as required
- Promotes the use of innovative communications tools to increase employee awareness and engagement
- Serves as a subject matter expert across a broad spectrum of communications tools and topics, suggesting leading practices and alternatives to address issues and challenges
- Leads, builds, and retains an engaged, committed and excellent team: Establishes clear and reasonable stretch goals for team members; Actively promotes a culture of accountability and growth; Supports Communications team to ensure appropriate resources, information, and collaboration opportunities

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
- Use metrics for communication effectiveness that inform the message and approach, and reduce the number of customer inquiries after a communication

Knowledge, Skills and Abilities

- Strong written and oral communication skills
- Knowledge of, and ability to build, communication strategies and supporting messages
- Knowledge of, and ability to segment stakeholder groups and to adjust the communications approach accordingly across multiple stakeholders, often with varying viewpoints
- Knowledge of, and ability to leverage, research and data insights in the creation of communications strategies
- Ability to define communication success measures, monitor the effectiveness of campaigns, and adjust tactics for improved outcomes
- Skilled in complex executive communications, copy editing and technical writing
- Skilled in managing, producing, drafting, editing, and designing communication materials in many media, including visual communications

Minimum and Preferred Qualifications

Required Experience:

- 7 years of relevant experience, including experience with progressively complex communications challenges
- Successful track record working effectively with diverse stakeholders and leadership teams within a complex organization
- Experience in project management, and relationship building, and developing and implementing an employee value proposition,
- Experience managing and executing across several communications media

Preferred Experience

- Experience managing or supervising teams
- Experience in the human resources field
- Experience working for a four-year higher education institution and/or an affiliated health system
- Familiarity with lean, project and program management, and HR technology

Required Education:

Bachelor's degree in communications, marketing, public relations, or a related field

Preferred Education:

Master's degree

Required Computer Applications:

Experience with Microsoft Office Suite

Preferred Computer Applications:

- Experience with Adobe Creative Suite
- Experience with Wordpress and/or HTML

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

- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Ensure exceptional customer experience delivered, resulting in high customer satisfaction

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

Executive Assistant

Position Summary

The 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 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