

**Manager, Employee Services, Support Staff**  
1 – Permanent Position  
**Staffing, Recruitment and Contract Services, Support Staff**  
**Employee Services**  
Schedule II, Level 9  
(Non-Union – 12 Month)  
\$102,219 - \$122,648

**The Toronto District School Board adheres to equitable hiring, employment and promotion practices**

*Reporting to the Senior Manager, Employee Services – Support Staff, the Manager will work closely with Senior Manager to support various Employee Services functions to ensure strategic directions of the Board and department service objectives are met.*

*The Manager, Employee Services – Support Staff will:*

- *Provide leadership in the coordination for the Staffing and Recruitment functions in Support Staff;*
- *Research, develop, coordinate and implement Employee Services policies, procedures, protocols and cross- functional departmental processes;*
- *Provide direct leadership for Records, Technology and Data management function associated with Support Staff*
- *Support new and ongoing initiatives for support staff, including performance management programs; and*
- *Provide advice, guidance and support to Principals, Vice-Principals, Senior Staff, Superintendents, and Managers on Employee Services matters.*

**Summary of Duties:**

- Provide support in the administration of human resource issues relating to TDSB Support Staff both union and non-union;
- Provide leadership in the coordination of the Staffing and Recruitment functions in Support Staff to ensure system needs are met;
- Review current policies, protocols or procedures to reflect Board's objectives; research, develop and implement new policies, protocols or procedures for Support Staff as needed;
- Provide analysis of and recommendations for the Support Staff department protocols, procedures, business processes and communication to ensure consistency of application within the department;
- Work collaboratively with staff in the development and implementation of communication initiatives;
- Review, develop and provide communication strategies for the department with respect to support staff issues, including consistency on TDSB internal and external website;
- Oversee, direct and control the records and data management function for all support staff in accordance with employment and privacy legislative requirements and Board policies, procedures, and protocols;
- Develop policies and procedures for data management (including storage, retention, archiving and accessibility) for all department records;
- Recommend, evaluate and implement technology requirements for department, to ensure service standards are maintained;

- Liaise with internal and external stakeholders to ensure the SAP/HR system meets organizational requirements and ensure adequate department documentation and training;
- Supervise Records and Data Management staff including planning, staffing, hiring, training and performance reviews;
- Develop, implement, track and administer performance management programs for support staff;
- Develop, implement and deliver performance appraisal training;
- Review performance appraisals across TDSB to continually improve the system(s) and maximize employee engagement;
- Develop and coordinate the implementation of collective agreement and non-bargaining unit provisions;
- Coordinate data collection for collective bargaining, hearing and arbitration purposes;
- Represent the department at hearings and arbitrations, as required, working in collaboration with labour relations and legal counsel to ensure accuracy of information/data;
- Provide consultation, guidance and support to managers/supervisors on system issues as required;
- Review, investigate and resolve escalated issues related to support staff (e.g., pay discrepancies; overpayments; sick day allotments);
- Liaise with other public and private sector organizations to build relationships, research and share best practices;
- Attend/chair meetings with union partners, as required;
- Represent the department at meetings, as delegated, and represent the division on internal and external committees;
- Assist with conducting interviews with potential employees whose police background checks were not cleared;
- Oversee all aspects of the exit interview process, including conducting exit interviews;
- Manage special projects as assigned by Senior Manager;
- Provide leadership in fostering equity and inclusiveness in the development and implementation of programs and services; and
- Other related duties as assigned

### **Qualifications:**

- University degree in a related field such as Human Resources Administration with five years of progressively responsible experience in a school board or large multi-union organization, or equivalent combination of education and experience;
- Proven experience and leadership in human resource management, including recruitment, labour relations and collective agreement interpretation;
- Proven supervisory experience with strong leadership, mentoring and team-building skills;
- In-depth knowledge of related employment and labour legislation;
- Knowledge of current trends and practices related to performance management;
- Proficiency in HRIS and data management procedures and systems;
- Strategic thinking skills, with ability to be proactive and positively influence outcomes;
- Excellent conflict resolution, facilitation, mediation and negotiation skills to resolve contentious/controversial issues;
- Excellent analytical, interpretative and problem-solving skills;
- Strong project management and organizational skills;
- Proven interpersonal, communication (oral and written) and presentation skills;
- Proven ability in promoting equitable practices which value inclusiveness and diversity;
- Proven ability to work under pressure in order to meet frequent deadlines; and
- Proficient computer skills including Microsoft Office (e.g., Excel, Access) human resources/payroll information systems (e.g. SAP), project management and presentation packages.

**Special Requirements:**

- Travel to TDSB sites and external meetings

**Assets:**

- Certified Human Resources Professional (CHRP)

**Location:** 5050 Yonge Street (wheelchair accessible)

**Hours:** 35 hours per week

**Work Year:** 12 months

**Please note:**

Applications **must** be submitted:

1. in résumé form with a covering letter to: [application.submission@tdsb.on.ca](mailto:application.submission@tdsb.on.ca)
2. with competition # **SCH II-22-0239NE** in the subject line
3. Apply no later than 12:00 noon on **October 4, 2022**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

***We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the application process.***