



Position Title	Chief Human Resources Officer	Classification	Leg Exec 1
Department	Human Resource Operations	Position #	CH1001
Reports to	Clerk of the Legislative Assembly	Date Updated	February 2022

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

The Human Resource Operations department provides effective human resource and payroll services to meet the needs of and support the Legislative Assembly Administration's people resources, Caucuses, Members and their legislative and constituency office staff. The department's core functions include human resources advisory services; recruitment and staffing; employee relations; learning and development; employee safety, health and wellness; and the administration of payroll and benefits.

POSITION SUMMARY

Reporting to the Clerk of the Legislative Assembly, the Chief Human Resources Officer (CHRO) serves as both a key strategic advisor to the Assembly, as well as senior leader to the Human Resource Operations team, providing innovative and strategic human resources support to Assembly management and staff. While the day-to-day operations of the Human Resource Operations department are led and overseen by the Director, Human Resource Operations, the CHRO provides primary organizational oversight in the areas of leadership development, organizational development (including succession planning and talent management), change management, organizational and performance management, training and development, and employee relations. This position also serves as the champion of an organizational culture that values diversity and inclusion, upholds values of respect and dignity, and inspires professional excellence.

The CHRO is also accountable to the Clerk of the Legislative Assembly for oversight and quality control of outsourced human resources services and training to Members of the Legislative Assembly (MLAs) in support of the operation of constituency offices as well as caucuses and legislative offices.

As a member of the Clerk's Leadership Group, the CHRO contributes to the organizational leadership of the Legislative Assembly, including the planning of strategic priorities and objectives, organizational development and the management of assigned departmental staff and resources. The incumbent also contributes to the fulfillment of strategic organizational objectives and key service area deliverables in support of the Legislative Assembly and its Members, as requested by the Clerk of the Legislative Assembly.

KEY RESPONSIBILITIES

1. *Human resources frameworks and organizational development strategic direction*

- Provides leadership in the development and implementation of multi-year human resources strategy; collaborates at the organizational level to determine priorities by serving as the influential voice for HR strategies, philosophies, and initiatives within the Assembly.
- Develops and oversees the implementation of a strong performance management framework and succession plan that meets the needs of the Legislative Assembly.
- Develops and oversees the implementation of human resources strategies, programs, and initiatives relating to employee performance and organizational effectiveness (including strong engagement, recruitment, development, diversity, and retention strategies) as well as compensation, classification, and talent management frameworks to meet the talent needs of the Legislative Assembly Administration.
- Promotes innovative and successful strategies to foster a high level of visibility for the Assembly as an employer of choice.
- Promotes a culture of service and continuous improvement within the Assembly by designing and executing engaging learning and development and leadership development strategies.
- Ensures best practices are embedded in all human resource and organizational development programs.

2. *Organizational culture and effectiveness*

- Provides leadership in the creation and maintenance of workplace environment and culture that is respectful, inclusive, diverse, and equitable.
- Develops and oversees powerful strategies to embed diversity, inclusion and cultural competency across the Assembly including awareness and education initiatives, programs that foster visible leadership commitment and equity outreach which align with, enhance and promote the Assembly's collaborative, inclusive and diverse organizational culture.
- Monitors, analyses, and identifies strategic needs, gaps, and risks, and prepares comprehensive response and mitigation plans to the Clerk of the Legislative Assembly.
- Proactively cultivates and enables a positive and engaging culture, and motivated workforce by developing innovative strategies, policies, practices and programs.
- Oversees, develops and ensures appropriate initiatives are implemented to improve organizational effectiveness through change management and learning strategies aligned to the Assembly's strategic vision and goals.

3. *Human resources management and payroll services*

- Executive oversight of the provision of human resource and payroll services at the Assembly.
- Develops, oversees and executes human resource plans, strategies, and policy development in support of the overall operations of the Legislative Assembly Administration.
- Assesses organizational effectiveness and consults on the development of integrated solutions to support the Assembly's strategic vision, goals and objectives.
- Offers human resources advice on key organizational or management matters to the Clerk of the Legislative Assembly, the Clerk's Leadership Group, and the Senior Management Team.
- Provides leadership in a wide range of human resources services and initiatives designed to maintain the well-being of staff and build employee engagement and anticipates organizational capacity and talent development.
- Mediates conflicts in accordance with Legislative Assembly policy that lead to appropriate resolution.
- Provides leadership in the development of the Legislative Assembly's human resource policy suite, ensuring that it is reflective of current human resource standards and practices in the public sector.
- Leads the development of tools that enable supervisors to effectively analyze and evaluate employee performance and enable effective performance management.

4. *Employee relations management*

- Proactively cultivates and maintains positive employee relations with employees who belong to an association through strong management and communication practices.
- Develops, manages and implements the employee relations strategy.
- Acts as internal expert on collective agreements, labour relations, advising leaders and the Human Resource Operations team through policy and language interpretation.
- Leads preparation and coaching through dispute resolution, including grievances and mediation.
- Represents the Legislative Assembly in any matters relating to employee associations.

5. *Other duties related to organizational development and human resources as may be assigned by the Clerk of the Legislative Assembly.*

ORGANIZATIONAL STRUCTURE

Clerk of the Legislative Assembly

Chief Human Resources Officer

Director, Human Resource Operations

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Bachelor's degree in human resources, organizational development, business administration or a related field.
- Minimum of ten (10) years' experience in leading, developing, implementing large programs and projects in a complex environment. An equivalent combination of related education, training and experience may be considered.
- Minimum of five years of experience delivering innovative human resource programs within a fast-paced, evolving, and wide-ranging organizational setting.
- Minimum of five years of experience providing human resources advice to executives and senior managers on human resource management policy and practices and on a wide range of human resource matters.
- Preference may be given to candidates with:
 - Chartered Professional in Human Resources (CPHR) designation
 - Master's degree in a related field
 - Experience as a human resources leader in a public sector or parliamentary environment

KNOWLEDGE, SKILLS & ABILITIES

- In-depth knowledge of leading practices, policies, processes and evaluation tools in human resources, organizational development and diversity and inclusion.
- Knowledge of leading and innovative human resources research and topics.
- Knowledge of current employment laws in British Columbia.
- Demonstrated collaboration and interpersonal skills with the ability to communicate clearly and effectively, both verbally and in writing.
- Ability to bring challenging topics to the table in a constructive way and engage stakeholders in coming up with viable impactful solutions.
- Capacity to develop strong relationships with all staff, based on trust, respect, effective communication, and common goals.

- Vision and goal setting abilities including the ability to collaboratively develop and implement ideas to achieve positive change.
- Ability to exercise good judgement, initiative and innovative approaches to problem-solving.
- Ability to maintain strict impartiality, discretion and confidentiality in a sensitive political environment.
- Ability to operate a computer with a Windows-based operating environment such as word-processing, spreadsheets, database, telecommunications and graphics software programs.
- Ability to project a professional attitude, diplomacy, tact and judgment in all interactions with internal and external colleagues, illustrating a strong commitment to client service.

COMPETENCIES

Leadership implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The “team” here should be understood broadly as any group with which the person interacts regularly with.

Vision and Goal Setting involves knowledge and skills in establishing official and operative goals for the organization/units and to establish a system of measuring effectiveness of goal attainment.

Building Strategic Alliances involves knowledge and skills to engage internal and external analysis and to negotiate agreements and alliances based on a full understanding of power and politics.

Promoting Empowerment involves knowledge and skills in using processes such as delegation and information sharing to enhance subordinate ownership and empowerment over their task and performance.

Creating and Managing Change involves knowledge and skills to manage in the organization through setting direction and urgency, building coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.

Executive Presence involves knowledge and skills in influencing others and having an observable impact at the executive level, through personal credibility, leadership, confidence, and an understanding of other people’s perspectives and interests.