

Niagara Region is an equal opportunity employer committed to inclusive, barrier-free recruitment selection processes and work environments.

Manager, Employee Services Operations – Niagara Region

Niagara Region

With a population of 479,000, Niagara is a rapidly growing Region, where the population is expected to grow by more than 214,000 new residents by 2051. It consists of a mosaic of twelve municipalities, each of which has its own distinctiveness, history, geographical differences, and culture. Niagara Region administration employs a dynamic workforce of approximately 4,100 union and non-union staff, working in multiple locations, jobs, and shifts.

The Niagara Region is also a location with breathtaking views, nature trails, lush vineyards, events, and festivities, located at the southern part of Ontario in Canada. The Region is surrounded by three bodies of water – Lake Ontario, the Niagara River and Lake Erie. With the world famous Niagara Falls, the man-made wonder Welland Canal, wine regions, historical sites, agricultural lands, commercial centers, casinos, festivals and shows, the entire Niagara Region has a vibrancy that will entice any visitor. The Niagara Region attracts over 13 million visitors on an annual basis.

For more information on the Region's direction please take a look at The Niagara Region's strategic priorities and objectives using the following link: [Niagara 2041 - Niagara Region, Ontario](#)

The Opportunity

Within this growth environment the Niagara Region's Human Resources team of 52 staff delivers high-value Human Resource services and solutions to an innovative, diverse, and professional workforce of over 4,100 employees and 2000 regional police service employees across 44 work locations.

Reporting to the Associate Director, HR Operations and Systems, the Manager, Employee Services Operations has a key role in building and maintaining client relationships and partnerships, operationalizing strategic HR priorities, and leading a team of 11 to support the Region's service delivery goals. Core responsibilities of the role:

- Supporting the development and implementation of a shared services model within the Region and in partnership and collaboration with the municipalities
- Implement and operationalize HR strategies, employing consultative and collaborative approaches to stakeholder engagement and change management
- Build capability and support the development of the Employee Services Operations team through leadership and coaching.

Key Accountabilities for the Role

Client Service Excellence:

- Leading and managing the organization's payroll delivery and benefit, pension, and staffing administration activities, ensuring consistent delivery of service excellence, operational efficiency, and compliance.
- Managing people resource planning for the division and ensuring ongoing work quality and deliverability of results.
- Developing and managing a budget for the operating unit, ensuring support of Council's objectives, financial transparency, and accountability.

Process Optimization:

- Implementing efficient business processes required to meet ever-changing performance trends, organizational needs assessments, business drivers, collective agreement changes and leadership recommendations.
- Ensuring that all Employee Services Operations and business processes comply with Human Resources policies and procedures, and corporate by-laws.

Engagement & Collaboration:

- Building strategic networks, alliances, partnerships with management, staff, stakeholders, and other clients to deliver operational and strategic results.
- Championing change in support of continuous improvement and growth.
- Leading a team of direct reports through priority setting, supporting growth and development, and ensuring alignment across functions.

Knowledge, Experience & Capabilities

The successful candidate will be a collaborative operational leader with demonstrated experience delivering client-centered HR solutions in a complex multi-stakeholder environment. The successful candidate will also have:

- 5 years' experience in a complex leadership or management operational service role with a diverse and large client and stakeholder base.
- Senior level experience in a payroll environment.
- Experience managing multiple projects of varying complexity and scope.
- Experience working in a multi-union payroll environment is preferred.
- Vendor management
- Experience in Municipal/Public Sector is preferred.
- Proven ability to build a collaborative, team-based and safe culture, and to engage and inspire a work force of unionized and non-unionized staff
- Demonstrated ability to deliver results through the optimization of processes, innovative problem solving, and effective change management.
- Ability to anticipate and balance the needs of diverse stakeholders and build collaborative, enduring partnerships.
- Skilled communicator with the ability to adapt style and approach to the needs of others.
- Thorough knowledge of relevant legislation and standards (Pay Equity, Employment Standards Act, Income Tax Act, OMERS, Ontario Pension Benefits Act, MFIPPA, etc.) and HR systems (HRIS, PeopleSoft, or Kronos preferred).
- Knowledge of Lean process improvement is preferred.

Qualifications / Certifications

- Post-secondary degree or diploma in a relevant field, such as business administration, human resources management, or accounting, from a recognized university or college.
- Payroll Compliance Practitioner (PCP).
- Certified Human Resources Leader (CHRL).
- Certified Payroll Manager (CPM) designation is preferred.
- Certified Employee Benefits Specialist (CEBS) designation is preferred.

Compensation

Hiring salary range is \$97,850 - \$115,120 per annum plus a competitive, full benefit package and pension plan

Application Process

If this opportunity matches your interest, experience, and qualifications, please apply online in confidence to arthur@wmc.on.ca providing your application (cover letter and up-to-date resume) by end of day May 22, 2022.

Please note:

- Leadership assessments will be administered as part of the selection process per the Region's policy
- We thank all applicants; however, only those selected for an interview by the Region will be contacted.