

# HRHSE Service Catalogue



Service catalogues communicate the scope of services provided by the university for each function and include where responsibility sits for delivery.

The service catalogues are supported by service descriptions for each unit responsible for delivery, which detail service level and expectations.

These are living documents that are managed and updated by the relevant cosponsors and are accessible to all.

This service catalogue document:

- is sponsored by Demetres Tryphonopoulos and Todd Gilchrist.
- has been approved by the Service Excellence Steering Committee (SESC).

# HRHSE Service Catalogue



## Centres of Expertise

### Employee and Labour Relations

- Direct collective bargaining/negotiations
- Interpret collective agreement and handbook
- Provide collective agreement advice and counsel
- Provide research and recommendations for the development of UAPPOL HR policy and procedures
- Manage discrimination and harassment complaints (NASA, MAPS)
- Resolve grievances and represent U of A at arbitration
- Manage human rights complaints
- Represent U of A at quasi-judicial panels (WCB, Human Rights)
- Manage accommodations, disability management and return-to-work policy, program and system.

### Talent Management

- Manage institutional workforce planning
- Manage workforce analytics
- Develop talent acquisition strategies
- Coordinate the search for executive/senior administrative leaders
- Administer appointments for executive administrators
- Manage the core institutional orientation/ onboarding program
- Design and implement retention, culture and engagement programs, including health & well-being
- Oversee EFAP strategy and planning
- Deliver employee recognition and rewards strategy

### Organizational Development

- Design and deliver performance management systems and framework
- Design and deliver the talent development program
- Design and deliver competency frameworks (non-technical)
- Design and deliver employee/ leadership training
- Design and deliver employee professional development
- Design and deliver change management strategy/ framework
- Career development framework

### Total Rewards

- Oversee the organizational design strategy
- Establish and manage the job/job family design framework including job cards
- Conduct position evaluations
- Oversee the compensation philosophy and program
- Manage compensation practices
- Conduct salary surveys
- Oversee benefit and pension strategy and planning
- Negotiate and manage benefit vendor contracts

### Health, Safety and Environment

- Administer the Health, Safety and Environment (HSE) Policy
- Manage Health, Safety, and Environment Management System (HSEMS)
- Promote HSE culture and best practices
- Provide HSE institutional reporting and dashboards
- Design and deliver HSE training and engagement programs
- Support and advise on safety committees
- Provide HSE regulatory compliance advice and support
- Manage all HSE legislative and regulatory certifications and reporting requirements
- Manage the
  - hazard management program
  - hazardous waste program
  - contractor safety program
  - field safety program
  - vehicle and fleet safety program
- Manage HSE incident reporting, inspections, audits and investigations
- Conduct space and equipment inspections and oversee certifications

# HRHSE Service Catalogue



## Service Partners

### Employee and Labour Relations

- Interpret and ensure compliance with collective agreements
- Provide strategic advice / counsel to client leadership teams
- Provide input and advice on HR policy and procedures
- Share and advise on HR best practice, provide training as applicable
- Maintain faculty/unit-level employee handbooks
- Direct progressive discipline
- Manage conflicts of interest
- Resolve informal disputes
- Support formal dispute resolution
- Conduct position disruption, layoff, termination
- Prepare settlement agreements
- Support resolution of disability management/ return to work issues

### Talent Management

- Monitor and provide HR metrics and reporting
- Facilitate workforce planning
- Provide advice and/or facilitate recruitment
- Maintain university standards for candidate experience
- Support hiring manager through evaluation process, salary negotiation (EDI)
- Review criminal reference checks and pre-employment assessments
- Support recall and immigration processes
- Guide and coach supervisors to complete onboarding process
- Facilitate retention and engagement planning
- Promote and support employee wellbeing
- Support offboarding
- Conduct exit interviews

### Organizational Development

- Advise on and support annual performance review cycles, performance management plans
- Interpret policy and oversee PRC, GAC, FEC/LEC/ATSEC, tenure, promotion, SPA, faculty evaluation
- Facilitate unit organizational development planning
- Facilitate unit talent development
- Support and facilitate employee career development planning
- Promote and support training and professional development
- Coach leaders and employees around mindset and behaviour change

### Total Rewards

- Support faculty/unit organizational design
- Analyze clients' business needs for alignment to CoE practices, programs and services
- Advise on job design for unique positions (job fact sheets/position descriptions)
- Align compensation practices
- Facilitate market/salary supplement requests
- Promote and provide guidance around benefits, leaves and other rewards strategies and programs

### Health, Safety and Environment

- Support health and safety activities and ensures understanding of responsibilities in client areas
- Identify health and safety issues and refer to CoE as applicable

### Overarching Activities

- Consult with specialist teams in CoE and Staff Service Centre
- Develop and implement HR Client Service Delivery Plans
- Provide feedback and advice on client strategic plans
- Support clients' HR-related Equity, Diversity and Inclusion (EDI) activities

# HRHSE Service Catalogue



## Shared Services

### Administer Employment Lifecycle

- Process appointments, merits, probation, promotions, re-evaluations, terminations, retirements, layoffs and all other job actions
- Generate and administer appointment letters
- Process leaves (maternity, vacation, sabbatical, etc.)
- Benefits enrollment, termination, changes
- Administer annual benefit plan (supplemental retirement, academic child care, overage dependents, etc.)
- General advice and questions about processes
- Monthly HR reporting
- Administer reference and criminal record checks

### Payroll, Time and Leave Management

- Process employee timesheets/ administer and process time and labour
- Vacation reconciliation
- Process monthly and semi-monthly pay cycles
- Statutory and regulatory reporting (taxes, RoEs, compensation disclosure etc.)
- Expert advice on payroll and tax-related issues
- Reconciliation of payroll, benefit and pensions
- Salary/benefit adjustments, speedcode changes

### Acquire and Develop Talent

- Administer job posting
- Initial applicant screening (if automated)
- Assist with interview scheduling and logistics
- Administer training registration
- Immigration (LMIA, tracking visas, work permits)
- Administer relocation agreements
- Process relocation claims
- Process academic visitors

### Shared with Service Partners

- Oversee support staff performance cycles and probation periods
- Administer annual performance evaluation process
- Monitor for consistency and compliance with labour agreements and HR policy
- Administer collective agreement/handbook employment terms/conditions

## College/Faculty/Unit

### Initiate Services

- Request service from service partner, "Staff Centre/Transaction Hub, CoE"

### Attract and Acquire

- Talent attraction, recruitment and selection
- Faculty/unit specific onboarding and offboarding

### Motivate and Develop

- Coach and mentor faculty and staff
- Conduct performance review (FEC/LEC/ATSEC), PrepD, support staff review
- Maintain faculty standards
- Faculty/unit-specific training (including technical)

### Compensate, Reward and Sustain

- Maintain faculty salary scales
- Support and ensure safe and healthy working environments
- Employee recognition
- Local engagement strategy

### Shared with Service Partners

- Equity, diversity and inclusion planning
- Workforce planning
- Faculty/unit onboarding/orientation
- Conflict resolution
- Job design (job fact sheets/position descriptions)
- Succession planning
- Talent attraction, recruitment and selection
- Adjunct appointment management