The Office of the Ombudsperson
B.C.'s Independent Voice For Fairness

Job Profile: HR Advisor

Classification:	Applied Leadership (Under Review)	Position:	00115280
Reports to:	Manager, HR and Administration	**Location:**	Victoria
Organization:	Office of the Ombudsperson	**Section:**	Corporate Shared Services

Context

The Office of the Ombudsperson hosts a Corporate Shared Services unit supporting a total of four offices of the Legislature including: Office of the Ombudsperson, Information and Privacy Commissioner, the Merit Commissioner and the Police Complaint Commissioner. The specific services provided by Corporate Shared Services under a joint shared services arrangement are finance, information technology (IT), human resources, facilities and administration. Considerable independence from government is a requirement for the four supported offices in order to maintain a credible and legislative requirement for confidentiality and independent functioning. As such much of the governing policies required of government/Ministry agencies must be critically reviewed for encroachment on the independent nature of the Offices. Care is demanded from the four client offices to ensure that there is no actual or perceived influence by government on the operations of the Offices.

Job Overview

The HR Advisor is responsible for providing guidance and support to four Offices of the Legislature in operational HR service delivery and recommending client-focused solutions.

Accountabilities

- Researches and provides interpretation, guidance, and advice to client managers on HR programs, issues, policies, practices, and terms and conditions of employment, and escalates to the HR Manager where appropriate.
- Plans and provides administration of full cycle recruitment and selection, performance management, basic classification and compensation including liaising with supervisors regarding performance-based and anniversary increments, training and development, and health and safety services.
- Develops, administers, and reports on HR analytics such as employee turnover statistics and other key HR performance indicators.
- Contributes to reports on current and future labour market trends to identify issues and options to meet the business and operational needs of clients.
- Identifies issues of importance to the organization that may be addressed through human resource initiatives (e.g., employee/service recognition, employee engagement) and escalates them to the Manager.
- Acquires and maintains HR knowledge as it pertains to the Public Service Act and other regulations or conditions of employment and applies knowledge to daily work, including: employee communications, answering emails in a timely manner, directing staff to appropriate resources and providing guidance

and support as needed.

- Reviews and verifies a variety of written communications (e.g., offer letters, job profiles, job postings HR procedures and processes).
- Acts as a primary liaison with the BC Public Service Agency (BCPSA) on behalf of the client Offices.
- Participates in the development of HR procedures and processes.
- Maintains competition, position, and personnel records, org charts, and human resource information system (CHIPS).
- Escalates more complex or executive-level operational issues to the Manager for advice and resolution.
- Other human resources work as delegated by the Manager.

Job Requirements

- Completion of post-secondary degree in a related field.
- Minimum 1 year recent* related experience (e.g. as an HR generalist) which must include the following:
    - Experience providing consultative advice on HR matters.
    - Experience managing a portfolio of clients in a client service environment providing advice, consultation and recommendations in writing and orally.
    - Experience interpreting and providing advice on policy and/or legislation.
- Experience with running full cycle of staffing competitions.
- Proven experience developing and maintaining administrative systems and processes with a high degree of accuracy.
- Preference may be given to applicants whose related experience is in a public service context.
- Preference may be given to applicants with experience working in an independent office of the legislature.

Knowledge, Skills, Abilities:

- Knowledge of relevant legislation, including the Public Service Act, Collective Agreement, Employment Standards Act, Health and Safety Act, Human Rights Code, etc.
- Working knowledge of public service hiring practices and policies.
- Excellent verbal/written communications skills as well as the ability to handle confidential and sensitive information.
- Customer-focused attitude, with the ability to understand, anticipate and identify customer needs.
- Excellent interpersonal and client management skills, with the ability to quickly build strong relationships and influence others.
- Ability to influence customers and colleagues.
- Ability to use judgement and apply critical thinking.
- Tact, diplomacy and the ability to maintain strict confidentiality.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required.

***Recent experience must be within the last five (5) years.**

Competencies

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers,

branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change, and accepting changes within one's own job or organization.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

Ombudsperson - https://www.bcombudsperson.ca/

Office of the Merit Commissioner - http://www.meritcomm.bc.ca/

Office of the Police Complaint Commissioner - https://www.opcc.bc.ca/

Office of Information and Privacy Commissioner - http://www.oipc.bc.ca/