

## Manager, Human Resources Support Services

The Surrey School District respectfully acknowledges that our schools reside on the traditional, unceded, and shared territories of Coast Salish peoples: The *q'ícá'y* - Katzie, the *q'wa:nl'ən'* - Kwantlen and the SEMYOME - Semiahmoo First Nations, who have been stewards of this land since time immemorial.

Surrey Schools is the largest BC school district and the second-largest employer in Surrey. We're proud recipients of BC Top Employers and Canada's Greenest Employer awards. Surrey Schools provides quality education to over 82,000 students with 124 schools sites and a variety of other learning facilities, offering a broad range of innovative programs and services to support the learning of our students. The Surrey School District team of approximately 13,000 employees works tirelessly every day to ensure that children are getting the best start they can, providing the preparation to be our leaders of tomorrow.

### **Our Commitment:**

Providing quality education extends beyond academic excellence; we are committed to creating and cultivating diverse, inclusive, and barrier-free environments for all applicants, employees, students, and their families.

### **Diversity, Equity, and Inclusion & Values:**

Our identity, as Surrey Schools, is expressed in the shared values of openness, fairness and belonging and recognizes the importance of diversity of identity and thought. We are an equal opportunity employer and welcome applicants from all backgrounds. We are committed to removing barriers and creating a workplace where everyone, regardless of their background, feels empowered to contribute their best.

Join us in our mission to provide the best start for children, preparing them to be the leaders of tomorrow. If you are passionate about education, diversity, and making a positive impact, we invite you to explore opportunities with Surrey Schools.

### **Job Summary**

Reporting to the Director, People Services, the Manager, Human Resources (HR) Support Services oversees the daily operations of the HR department's Support Services team. In collaboration with HR colleagues, the Manager, HR Support Services ensures appropriate staffing levels at all schools and district sites for various support positions. This role provides HR expertise and advice to managers and principals/vice-principals on various matters, including general collective agreement interpretation and application, recruitment and selection, employee relations, and employee development and performance.

The Manager, HR Support Services works collaboratively with the HR leadership team to improve systems, programs, and processes to achieve departmental and organizational goals, enhance employee experience, and cultivate a safe and inclusive workplace culture.

### **Responsibilities**

- Manages staffing entitlements and allocations for all district schools and work sites to ensure staffing levels for various support positions are maintained in accordance with collective agreement provisions and operational requirements.

LEADERSHIP IN LEARNING

- Manages and oversees large scale, annual IESW (Inclusive Education Support Worker) posting process, including tracking IESW movement within the district and ensuring collective agreement adherence when determining IESW placements.
- Provides collective agreement interpretation, advice and recommendations to managers and principals/vice-principals for various staffing, recruitment, performance management and employee development matters.
- Leads the Support Services team including goal setting, coaching, development, and performance management. Fosters a collaborative and supportive work environment that encourages teamwork and professional growth and promotes a culture of continuous improvement and innovation.
- Performs regular reviews of Support Services processes and programs to identify opportunities for enhanced operational efficiencies.
- Conducts employee investigation meetings with union representatives and managers/principals in collaboration with the Labour Relations team to address conduct matters and determine appropriate outcomes.
- Interviews candidates to determine suitability for hire into various support positions.
- Participates as a key member of various committees: CUPE Labour Management, IESW Recruitment/Retention, CUPE Bargaining, IESW Liaison, Clerical Workload, and Joint Job Evaluation.

## **QUALIFICATIONS**

### **Education & Experience**

- Bachelor's degree in human resource management or related field. Five years' recent related experience, ideally with supervisory responsibilities, in a large-scale, unionized organization. Experience in multiple HR disciplines. A professional designation is an asset (i.e. CPHR). An equivalent combination of education and experience will be considered.

### **Knowledge, Skills, Abilities**

- Excellent interpersonal, verbal and written communication skills with the ability to build trust, facilitate decisions and resolve conflict.
- Ability to work with others in a consultative and collaborative manner.
- Ability to motivate and develop a team through mentorship and coaching, with a demonstrated commitment to continuous improvement.
- Effective critical thinking, decision making, and problem resolution skills.
- Demonstrated commitment to inclusion and belonging and building a caring and respectful workplace.
- Ability to manage multiple priorities while delivering high-quality results.
- Ability to exercise tact and discretion and maintain a calm, courteous approach to sensitive interpersonal situations.
- Working knowledge of relevant employment legislation.
- Proficiency in Office365, HRIS, and other HR technologies such as applicant tracking systems.
- Data literacy including the ability to define and apply HR metrics and analytics to facilitate learning and decision-making.

### **What we're offering**

- Comprehensive Benefits Package
  - Extended Medical, Vision and Dental

LEADERSHIP IN LEARNING

- Life Insurance, Short-Term and Long-Term Disability
- Employee Family Assistance Program
- Municipal Pension
- 13 Paid Holidays, plus Sick & Vacation Time
- Supportive workplace with a positive and productive work environment. Feel a sense of security and safety to act, speak, and reflect who you are

The salary range for this position is \$101,086 to \$126,357 per year with comprehensive benefits package and Municipal Pension.

Placement in the salary range is determined by an assessment of qualifications and ability to meet the key requirements of the job, and consideration of internal equity comparisons. The midpoint of the range represents an employee that possesses full job knowledge, qualifications, and experience for the position.

**Qualified applicants can apply on Make a Future at <https://buff.ly/3XgcQxy> by clicking the "apply" button to the right of the posting. The closing date for this position is March 14, 2025, at 4:00pm.**

**Note:** Successful applicants will be required to consent to a Criminal Records Search prior to employment. Only those applicants selected for interviews will be contacted. To all others, thank you for your interest.