

Position Profile
Manager, Human Resources-Toronto Public Library

The Organization:

The Toronto Public Library is North America's busiest urban public library system. The library employs approximately 2,400 staff who provide high quality library services to the people of Toronto across 100 public locations. The Library organization is an independent Board of the City of Toronto. Every year more than 19 million people visit our 100 branches, there are more than 26 million visits to our website and over 32 million items are borrowed. Over 72% of Torontonians use the library and 1.2 million people are registered Library cardholders. Collections comprise over 11 million items including books, eBooks and DVDs, with 430 languages represented in the diverse library materials.

The Background:

The Library provides free and equitable access to services which meet the changing needs of Torontonians. The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment. To showcase its rich resources, the Library promotes a wide range of cultural, informational and technological programs. In the first nine (9) months of 2016, some 30,000 programs for all-ages were held across the system, drawing more than 720,000 attendees.

Of the Library's 2,400 employees: 2,290 are members of the bargaining unit; 80 employees are managers; and 30 employees are non-management exempt staff. Management represents 3.5% of the total workforce, and oversees staff and operations in the Library's 102 buildings. The unionized workforce is represented by the Toronto Public Library Workers Union, CUPE Local 4948. New services and activities include Digital Innovation Hubs and maker programs; early and middle childhood initiatives; and roving and Book-a-Librarian.

The Position:

The Manager will establish effective employee and labour relations by interpreting and, through other staff, ensuring compliance with the collective agreement, HR policies and initiatives, health and safety issues when required and listening to and consulting with employees and union representatives so that employee and labour relations are continually enhanced. The Manager also participates in various employee and labour management initiatives as directed which include, but are not limited to, collective bargaining, redeployment recruitment and training, as well as the administration of compensation programs. The Manager is responsible for the Library's grievance/arbitration processes in accordance with collective agreement provisions, provides counsel and advice to senior management by providing effective, cost-efficient resolution options. The Manager provides advice to management in sensitive employee/employer-related problems. The successful candidate will be a lead in disciplinary proceedings. The Manager chairs joint labour/management committees or work groups.

The Manager, Human Resources participates in strategic planning in matters relating to all functional areas and legislative, regulatory and policy changes and assesses their impact on Human Resources (HR) practices. The Manager provides leadership in the development of a number of complex, multi-faceted HR policies, programs and special projects such as performance management, system-wide employee training, job evaluation and pay equity. The successful candidate will institute departmental procedures and guidelines for HR administration that are in alignment with client group needs, are cost effective, support the Library's strategic agenda and adhere to legislated requirements and standards. This will entail the development, implementation and administration of policies, guidelines and procedures in a wide range of areas including, but not limited to, leaves of absence, employment of relatives and employment equity. The Manager provides

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operational input and advice to senior management with respect to maintaining sound management practices.

The Manager reports to the Director, Human Resources and supervises the work of five (5) exempt HR Consultants.

Major Responsibilities:

- Plays a leadership role in collective bargaining team, acting as spokesperson as required and provides support to Director and line management members of collective bargaining team.
- Manages the grievance and arbitration process including negotiating settlements that are fiscally responsible and in compliance with applicable labour relations and employment legislation.
- Represents Toronto Public Library at grievance and arbitration hearings, acting as spokesperson as required.
- Liaises with and provides advice and direction to legal counsel and senior management, in areas of labour and employee relations.
- Plans, implements and evaluates programs and services to ensure that they meet client needs, are cost-effective and support the organization's strategic agenda.
- Effectively communicates policies, programs and services.
- Develops goals and objectives for areas of responsibility and monitors operations in relation to these goals.
- Manages recruitment, training, performance evaluation, attendance management and modified work.
- Hires new staff, transfers, promotes, approves wage increases and confirms performance evaluations, disciplines and terminates as required.
- Accountable for the effective management of financial and human resources.
- Represents the Library in City of Toronto and professional organizations.

The Candidate:

The successful candidate will have:

- University degree in a related field from an accredited program, the Certified Human Resources Leader designation or a relevant professional designation would be an asset;
- Experience in managing a team of professional and support staff, preferably in a public sector environment;
- Demonstrated ability to establish effective working relationships and collaborative work approaches;
- Demonstrated ability to analyse services, evaluate trends and identify opportunities for continuous improvement;
- Commitment to providing efficient, responsive and innovative service to clients;
- Knowledge and understanding of the political environment in which the Library operates in order to manage effectively opportunities and risks;
- Demonstrated capacity for problem solving, results orientation and creativity;
- Highly developed oral and written communication skills;
- Superior facilitation and interpersonal skills;
- Knowledge of developments in relevant library fields and applicable legislation; and
- Proven ability in change leadership.

Reporting To: Director, Human Resources

Location: Toronto

Apply:

For more information, please contact David Howes, Executive Search Consultant, WMC (416)362-6863 ext. 230 or email: davidh@wmc.on.ca