

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 co-sponsors 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).

CENTRES OF EXPERTISE

Attract and Acquire

- Administer appointments for executive administrators
- Career development framework
- Search, selection and review for executive/senior administrative leaders
- Institutional workforce planning strategy
- Job/family design framework
- Organizational design strategy
- Recruitment practices and systems
- Succession strategy
- Workforce analytics
- University orientation/onboarding

Motivate and Develop

- Design and deliver employee training and professional development/leadership development
- Leadership and employee professional development strategy/competency frameworks (non-technical)
- Performance management systems and framework
- Transformational change management strategy/framework

Sustain and Retain

- Disability management and return-to-work policy, program and system
- Illness and injury management
- Health program policy, strategy, design and management
- Retention and employee engagement strategy
- Health and safety management system
- Chemical, biological, radiological and physical safety
- Hazardous waste, field research safety and environmental protection

Compensate and Reward

- Benefit strategy and planning (including vendor management)
- Employee recognition and rewards strategy
- Market, salary supplement management
- Pay and compensation systems, salary surveys
- Position evaluation
- Policy and oversight of PRC, GAC, FEC/LEC/ATSEC, tenure, promotion, SPA, faculty evaluation

Interpret, Resolve, and Negotiate

- Interpret collective agreement and handbook
- Collective agreement advice and counsel
- Collective bargaining/negotiations
- Discrimination and harassment complaints
- Grievance and formal dispute management
- Human rights complaints
- UAPPOL HR policy and procedure

Data and Records

- HR data stewardship
- HCM system ownership (shared with IST)
- Employee and institutional HR records

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

SERVICE PARTNER

Strategic HR Guidance

- Provide strategic advice/counsel to client leadership teams
- Provide feedback and advice on client strategic plans
- Share and advise on HR best practice
- Analyze clients' business needs for alignment to CoE practices, programs and services
- Liaison to specialist teams in CoE and to hub/staff centre
- Provide input into HR policy and procedures
- Provide advice on policies and procedures
- Workforce planning

Attract and Acquire

- Job design (job fact sheets/position descriptions)
- Provide input, advice and/or facilitate recruitment and candidate selection/salary negotiation (EDI)
- Review criminal reference check, exit interviews

Motivate, Develop, Compensate, and Reward

- Advise and support annual performance review cycles, performance management plans
- Support performance review (FEC/LEC/ATSEC)
- Facilitate market/salary supplement requests
- Support unit organizational development planning
- Support employee career development planning
- Facilitate unit succession planning process
- Support retention and engagement planning

Interpret, Resolve, and Negotiate

- Resolve informal disputes
- Conduct position disruption, layoff, termination; prepare settlement agreements
- Direct progressive discipline
- Manage conflicts of interest/conflicts
- Maintain faculty/unit-level employee handbooks

SHARED WITH CENTRE OF EXPERTISE

- Onboarding/offboarding
- HR metrics and reporting
- Support faculty/unit organizational and job design
- Support resolution of disability management/return to work issues
- Formal dispute resolution
- Collective agreement interpretation
- Promote and support employee wellbeing
- Training and professional development

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