



## JOB DESCRIPTION

*We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.*

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**POSITION TITLE:** Labour Relations Specialist

**DEPARTMENT:** Human Resources

**DATE CREATED:**

**DIVISION/FACULTY:**

**DATE REVISED:** March 2024

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### ORGANIZATIONAL STRUCTURE

This role reports to the Senior Manager, Labour Relations.

### PRIMARY FUNCTION

The Labour Relations (LR) Specialist is responsible for supporting the organization's Labour Relations activities which include the administration of grievances, discipline, and the collective bargaining process under the direction of the Senior Manager, Labour Relations. This role advances LR practices and initiatives through developing strong partnerships with business leaders and Union executives. The LR Specialist supports business processes related to HR, and acts on various project teams as the LR subject matter expert.

### KEY RESPONSIBILITIES

1. Reviews, researches, interprets, and advises members of administration and Human Resources (HR) on all aspects of collective agreement and Labour Relations matters, including organizational and workforce changes, layoffs, investigations, disciplinary decisions, collective agreement and policy interpretations, policy development, and implementation of new procedures.
2. Coordinates, tracks, and supports the grievance process for HR. Performs all duties related to grievance resolution, such as participating in grievance meetings, recommending and drafting grievance responses, and establishing or changing policies and procedures based on decisions made as part of a grievance resolution use in relation to the Collective Agreement(s). Communicates any policy or procedure changes to key parties as appropriate.
3. Provides leadership through the investigation process by recommending the appropriate process to use, determining the investigation strategy, preparing for and participating in investigation meetings, making recommendations for disciplinary outcomes based on the evidence, and preparing disciplinary letters on behalf of Administration.



4. Provides coaching, mentoring, and training to managers and HR professionals in Labour Relations matters. Supports the LR activities of the organization by conducting research and analysis, developing strategic approaches, and negotiating creative solutions to support operational objectives.
5. Participates on and supports the Labour Relations Management Committee (LMRC) for the Kwantlen Faculty Associate (KFA) and support staff union, British Columbia General Employees' Union (BCGEU).
6. Pro-actively manages Labour Relations issues through regular consultation with administration and HR Business Partners.
7. Participates as a member of the Collective Bargaining Committee to support the collective bargaining process.
8. Develops and maintains positive relationships with Union representatives to facilitate constructive resolution of issues/grievances/disputes. Negotiates with the Union regarding Memorandums of Agreements.
9. Collaborates with Union representatives on proposed initiatives and process development arising from collective agreement, policy, and legal changes.
10. Improves processes and systems for the People Relations, and HR team as required. Identifies areas for process improvement and ensures adherence to collective agreement, legal, and policy provisions.
11. Maintains and updates the Labour Relations internal website to ensure information is accurate and kept up to date. Ensures that the information is easy to find and resources are user friendly for the team.
12. Acts in a Project Lead capacity for projects within the People Relations team, ensuring projects are appropriately scoped, budgeted, and resources are allocated effectively including associated timelines of the project. Liaises with key parties and updates key personnel as required.
13. Acts as a Subject Matter Expert/participant on any internal team or external team projects requiring support of the Labour Relations team. Provides accurate, timely, and comprehensive support to those projects ensuring LR principles and strategies are considered.
14. Uses progressive and collaborative approaches to working and partnering with leaders and union key parties to support an organizational culture of collaborative and progressive labour relations.
15. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.



16. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

## **QUALIFICATIONS**

### **EDUCATION & EXPERIENCE**

- Bachelor's Degree in Business Administration with a focus in Human Resources Management or related field;
- A minimum of five years' experience in labour relations, grievance management, participating in negotiations/collective bargaining and administering collective agreements in a multi-union environment;
- Certified Professional in Human Resources (CPHR) is preferred;
- Or an equivalent combination of education and experience.

### **KNOWLEDGE, SKILLS and ABILITIES**

- Thorough knowledge of employment and labour legislation and government policies, including Employment Standards, Labour Relations Code, Employment Equity and Human Rights Code.
- Demonstrated strong ability to conduct and analyze case law research.
- Demonstrated ability to deal with sensitive situations that call for the use of diplomacy, tact, and professionalism in the delivery of information and explanations.
- A team player who is experienced working with cross functional teams and senior business leaders involved with a variety of HR initiatives.
- Ability to bridge relationships in a unionized environment with a collaborative approach.
- Excellent oral and written communication skills including the ability to present information clearly, concisely, and to be persuasive.
- Proven ability to juggle and prioritize tasks and excellent problem-solving skills, work to deadlines and demands, make responsible decisions, and determine when to seek advice.
- Advanced organizational and prioritization skills and ability to quickly change approaches.
- Demonstrated change management skills which include supporting and encouraging new ideas and approaches to build organizational efficiency.
- Demonstrated business acumen considering the business impact in decision making while maintaining a people first perspective.
- Ability to think innovatively and creatively in planning and developing a fresh approach to existing activities, with a process improvement perspective.
- High customer service orientation, with the ability to create a positive and meaningful customer experience.
- Ability to travel between campuses is required.



## COMPETENCIES

- **People First:** KPU employees involve, appreciate, value and respect the KPU community members they serve (i.e., students, employees, external key parties, etc.) creating a culture of high engagement and performance.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.