



Knight Vision

UNIVERSITY OF CENTRAL FLORIDA

Human Resources Partner

Working Title: Human Resources Partner
Pay Grades: 17, 18, 19

Job Family: Human Resources
Levels: I, II, III

Organizational Overview

The University of Central Florida's (UCF's) HR Centers (HRBCs) provide first point of contact support for employees across the university's various colleges and divisions. Each center is embedded within a college or division, allowing the HR staff within the center to be integrated into the operations and culture of the community in which they work. Through this model, HR staff act as invaluable advisors and business advocates for the college or division that they serve.

All HR Business Centers are connected to the university's Central HR Office to provide clear and consistent functional accountability and support. In addition, central HR will support the training and professional development needs of the HRBCs. This connection provides both a strong communication channel for sharing updates in the ever-changing regulatory world in which we operate and support for college-specific challenges that need a university-wide solution. Ultimately, the connection between HRBCs and the Central HR Office empowers the college and division centers with increased decision and approval rights – removing the need for back-and-forth with central offices.

All employees and HRBCs are supported by an Administrative Service Center. The Administrative Service Center acts as a hub for common questions and inquiries from employees across the University and updates Workday self-service support materials with current information. The Center provides the university community access to a rich repository of information in an accessible manner, allowing the HRBCs and the Central HR Office to focus on their core missions. Finally, the Administrative Service Center provides back-up for the college and division centers as necessary.

Position Summary

The HR Partner is responsible for training, communicating and executing Human Resources strategy, policy, and programs to their supported unit(s). The role delivers HR services that address the unique needs of their unit in alignment with overall HR strategies. Provide oversight for the HR coordinator's service delivery and act as a service escalation point and transaction approver. Foster a culture of engagement and

SERVICE ENHANCEMENT TRANSFORMATION (SET)

provide professional HR advisory services by creating a respectful and trusting relationship with managers, leaders, and employees in their supported units on workforce planning, talent management, performance management, employee relations, employee engagement, employee rewards, and recognition.

Example of Duties

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- Maintain working knowledge of all applicable policies and procedures.
- Deploy, communicate, and train units on new HR programs, policies, and processes as necessary.
- Advise unit leaders on workforce strategies such as talent management plans, succession plans, and recruiting strategies; leveraging tools that have been developed and delivered by the central HR office.
- Collaborate with the central HR office on solutions to critical workforce planning trends and needs on behalf of the unit/department.
- Communicate broad themes and needs identified by the units to the HR Director.
- Support Faculty Promotion/Tenure (including preliminary review, P&T, PTR, and Extensions of the Tenure Clock) for the college.
- Provide proactive consultation on performance review process, ratings, and performance improvement plans/action plans.
- Assist with addressing employee relations matters and any necessary investigations and disciplinary actions.
- Assist with departmental onboarding programs.
- Assist with employee engagement activities and programs.
- Support initiating unit on implementing disciplinary action for staff and documentation in consultation with central HR/Provost.
- Consult with unit leaders on promotions, demotions, title changes, data changes, and voluntary terminations for staff and faculty.
- Partner with unit leaders and central HR to implement reductions in force.
- Produce reports and metrics on college or division workforce (performance appraisals, turnover, retention, etc.).
- Maintain college or division compliance of mandatory training attendance for reporting purposes.
- Advise on compensation using the university's compensation framework.
- Resolve issues escalated from the HR Coordinator Role.
- Higher level HR Partners may serve in a manager title based on scope of supervision and expected results of the job.
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Academic Responsibilities:

- May review and key faculty data in Workday

Qualifications

Minimum Qualifications: Bachelor's degree and (0 - 4+) years of relevant experience or combination of relevant comparable education and experience.

Relevant Experience:

- Experience comprehending, interpreting, and appropriately applying the sections of applicable laws, guidelines, regulations, ordinances and policies.
- Experience and working knowledge of multiple human resources disciplines, including compensation practices, organizational diagnosis, employee relations, diversity, performance management, organizational development, talent acquisition and applicable employment laws.

Preferred Qualifications:

- Related Bachelor's degree
- Professional HR Certification (PHR or SHRM-CP)
- Higher education experience

Competencies:

- Ability to conduct oneself in an ethical manner
- Ability to maintain a high level of confidentiality
- Working knowledge of multiple human resource disciplines, including compensation practices, organizational diagnosis, employee relations, diversity, performance management, and federal and state respective employment laws
- Strong written and verbal communication skills with the ability to communicate effectively at all levels of the organization
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Ability to comprehend, interpret, and apply the appropriate sections of applicable laws, guidelines, regulations, ordinances, and policies
- Ability to acquire a thorough understanding of the organization's hierarchy, jobs, qualifications, compensation practices, and the administrative practices related to those factors
- Excellent time management skills with a proven ability to meet deadlines
- Good judgment and objectivity, flexibility, and ability to multi-task
- Proficient with Microsoft Office Suite or related software. ERP experience preferred
- Has heightened self-awareness / emotional intelligence
- Ability to remain calm and professional under stress and during emotionally difficult employee matters
- Ability to analyze data, trends, and insights to identify the root cause of the event
- Analytical, reporting, and presentation skills

- Ability to manage competing, high priority demands, prioritizing workload, managing projects and multiple responsibilities against strict deadlines
- Ability to work independently and be part of a team environment while developing highly effective and valued professional relationships with peers, colleagues, and cross-functional teams
- Ability to handle highly sensitive and confidential situations with objectivity, candor, and confidence
- Proven ability to work closely with leaders to support the resolution of employee issues
- Demonstrated ability to invite diverse perspectives, promote an inclusive work environment and support workforce diversity
- Customer focused with proven relationship building strengths

Physical Environment

Standard office environment with no unique physical demands.

Physical/Cognitive Requirements

- Employee must be able to sit or stand for prolonged periods of time
- This role routinely uses standard office equipment
- Written communication; verbal communication; logic; fast pace; multiple priorities; sitting in normal position; analyzing; reasoning; reading

Responsibility for Confidential Data

Exposed to highly sensitive and confidential information and situations. Must be able to handle with objectivity, candor, and confidence.