



Working Title: Human Resources Manager **Job Family:** Human Resources
Pay Grade: 20

Organizational Overview

The University of Central Florida's (UCF's) Human Resources Business Centers (HRBCs) provide initial 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 HRBCs 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 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 the Knights Experience Team (kNEXT). kNEXT acts as a hub for common questions and inquiries from employees across the university and updates Workday self-service support materials with current information. kNEXT 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, kNEXT provides back-up for the college and division centers as necessary.

Position Summary

The HR Manager supports the college or division leaders in collaboration with their staff and Central HR Offices to ensure optimal and consistent HR experiences for all staff and faculty. The HR Manager provides consultation and guidance to senior level leadership on talent strategies, practices, and employment issues. The HR Manager is responsible for the oversight and continuous improvement of HR service delivery for their supported college or division. They collaborate with the Center of Expertise HR Offices and the Office of the Provost to deploy human resources policies and practices in their college or division, while ensuring the business needs of their units are met.

Example of Duties

- Work directly with college or division leaders to support their talent needs, helping to identify positions, classify roles, set appropriate compensation levels, and approve personnel transactions for faculty and staff within Workday per guidelines.
- Provide guidance and development to the HR team housed within their college/division.
- Manage continuous improvement in HR service delivery and serve as a liaison for their division for institutional process, policy, or practice changes.
- Monitor service level performance metrics and Workday data auditing.
- Facilitate resolution of service delivery issues within the units in collaboration with HR Offices and division leadership.
- Oversee HR budget and expenditures as applicable.
- Ensure consistency in HR policies and practices, while also meeting the unique needs of the college or divisions supported.
- Maintain a working knowledge of all applicable collective bargaining agreements, university regulations, university policies and procedures and apply them to everyday counsel provided to staff and complex situations.
- Support HR Partners as they advise unit leaders on workforce strategies and leveraging tools that have been developed and delivered by Central HR office.
- Support HR Partners to deploy, communicate and train units on new HR programs, policies, and processes as necessary.
- Identify themes, needs, and issues facing their supported college or division, develop strategies, policies, communications, training, and programs to support the workforce and communicate relevant information to their supported unit(s).
- Anticipate changing employee needs and proactively improve employee support system.
- Communicate broad themes and needs identified by HR Partners to Central HR.
- Deliver HR services that address the unique needs of the college or division 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.
- Provide professional HR advisory services to managers, leaders, and employees in their supported units on workforce planning, talent management, performance management, employee relations, employee engagement, and employee rewards and recognition.
- May serve on the HR Advisory Council.
- Work closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- Handle employment-related inquiries from applicants, employees, and supervisors and consult with the Center of Expertise staff in addressing complex/or sensitive matters.

- Understand the critical objectives of the business and partner with the greater HR network to help influence the culture, create a positive employee experience, and champion relevant organizational changes and initiatives.

Academic Responsibilities

- Ensures the managers/chairs complete various faculty reviews (e.g., annual evaluations, cumulative progress evaluations, sustained performance evaluations, fifth year chair reviews) and the distribution of student perception of instructor reports.
- Provide strategic support to chair/director regarding faculty or specialized faculty positions to ensure the college/division is adhering to the Collective Bargaining Agreement (CBA) and the college/division is achieving their strategic goals.
- Generating faculty employment agreements for the academic year and summer.
- Provide workforce data and recommendations regarding faculty for an area or department/school. Provide guidance on Administrative Discretionary Increase (ADI).
- Consult with the appropriate offices in the university regarding disciplinary actions.
- Work with the appropriate offices to ensure the faculty search guidelines are applied consistently in the department/schools.
- Facilitate the Recommendation to Hire Letter by working with the chair/director, dean, and budget lead to ensure consistency and alignment with the Collective Bargaining Agreement.

Qualifications

Minimum Qualifications: Bachelor's degree and 6+ 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 in a supervisory/leadership role managing a team of HR professionals to deliver on expected results.

Preferred Qualifications:

- Related Master's degree.
- Professional HR Certification(s) (SPHR) (SHRM-SCP) (SHRL).
- 1+ year experience in a supervisory/leadership role managing a staff of HR professionals.
- Higher education experience.
- ERP experience.

Competencies:

- Working knowledge of multiple human resource disciplines, including compensation practices, organizational diagnosis, employee and union relations, diversity, performance management, and federal and state respective employment laws.
- Strong written and verbal communication skills with the ability to influence and 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.
- Strong analytical and problem-solving skills.
- Proficient experience with Microsoft Office Suite or related software. Has heightened self-awareness/emotional intelligence.
- Ability to remain calm and professional under stress and during emotionally difficult employee matters.
- Strong persuasion and conflict resolution skills.
- Strategic thinker, with demonstrated experience translating strategic goals/concepts into action plans and implementing initiatives at an operational level.
- Ability to analyze data, trends, and insights to identify the root cause of the event.
- Analytical, reporting, and presentation skills are required; must be able to confidently make recommendations to senior business leaders for improved employee relations and business results based on data and findings.
- 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 information and situations with objectivity, candor, and confidence.