



JOB DESCRIPTION


JOB TITLE: LEARNING AND DEVELOPMENT CONSULTANT

REFERENCE NO: 100509

DIVISION: CORPORATE SERVICES

DEPARTMENT: HUMAN RESOURCES

APPROVAL DATES: BY:  **DATE:** Jan 10, 2022
MANAGING DIRECTOR – CORPORATE SERVICES

BY:  **DATE:** January 6, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This is a professional position in human resources, instrumental in leading, consulting, assisting, researching and participating across talent management and learning development teams. This position energetically supports the day to day demands of these teams and is instrumental in the design and facilitation of training programs and upskilling initiatives, including assistance in sourcing and developing programs for leaders in the organization. The role must be versatile in supporting HR teams in retention, succession and development programs and other HR initiatives.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Manager – Organization Effectiveness.
- Internal relationships are fostered and maintained with Talent Management Advisors, Organizational Development Consultants, Director and HR staff.
- External relationships are developed and maintained with other public and private organizations.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

Talent Management:

- Coordinates and facilitate events and processes to help teams identify common goals and follow policy and procedures.
- Assists Advisors in sourcing potential candidates, pre-screen applications, identify interview shortlists and collaborate with interview guide development using the behavioural-based approach.
- Assists the Advisors in educating hiring managers and ensure all recruitment activities are managed in accordance with relevant legislation, collective agreements, corporate policies and ethical HR practices.
- Leads and administers talent management programs and systems according to defined strategy and plan, including the creation and delivery of key deliverables, reports, communications, learning materials, and other support resources.
- Coordinates program development in succession planning, employee retention, workplace planning and other programs from the team and across HR functions.

Learning and Development

- Coordinates and works with the teams and departments to organize various training programs and facilitate training and events.
- Help source, design and develop programs for learning and development programming.
- Participates in research and analysis, identify best practices/trends and participate in the development of policies and procedures consistent with overall service goals and in support of a

- constructive culture.
- Facilitates overall effective HR service delivery through personal responsibility for sharing information within talent management and learning and development groups and all other HR work groups.
- May be required to coordinate temporary employment programs which may include work experience and internship programs.
- Other related duties as assigned.

REQUIRED COMPETENCIES:

- Excellent communication skills including listening, facilitation and presentation. Must be able to express ideas, engage various stakeholders and influence action.
- Ability to address issues in an open, constructive manner demonstrating respect for others, building trust and achieving positive outcomes.
- Good knowledge and understanding of talent management programs and adult learning including curriculum design sourcing and creating both online and classroom programs.
- Skilled in the use of Microsoft and other current office software in a network environment and ability to adapt to the current integrated ERP system and new city wide or specific applications.
- Knowledge of applicable labour laws, employment standards, human rights, collective agreements, and related legislation.
- Respect for confidential information and the ability to handle sensitive personnel matters in a professional manner.
- Resourceful, a problem-solver, takes initiative, and is a team player.
- Ability to flex and juggle multiple priorities and can shift priorities quickly.
- Ability to work independently exhibiting sound judgement in the interpretation and application of corporate policy.
- Ability to function as a contributing member of a team (including consulting with and leading other professionals) in the development of human resource programs, policies and procedures.
- Excellent organizational and time management skills.
- A strong service orientation, comfortable in responding to the needs of others.
- Research skills with an ability to assimilate information and develop options for decision makers.

REQUIRED QUALIFICATIONS:

- Successful completion of a bachelor's degree in human resources management or related field from a recognized post-secondary institution.
- Five (5) years directly related experience as a human resources practitioner, preferably in a unionized environment.
- Completion of some supplementary coursework and certifications related to the human resources and adult learning would be an asset.
- Designation as a Chartered Professional in Human Resources (CPHR).
- An equivalent combination of management approved education and experience may be considered.