

Job Description
General Manager
Human Resource

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General

The General Manager Human Resource originates and leads Human Resources practices and objectives that will provide an employee-oriented, high performance culture that emphasises empowerment, quality, productivity and standards, goal attainment, and the recruitment and ongoing development of a superior workforce.

The General Manager Human Resource coordinates implementation of services, policies, and programmes through Human Resources staff; reports to the CEO and serves on the executive management team; and assists and advises Centre managers about Human Resources issues.
Reports to and partners with the Chief Executive Officer.

Overview

The General Manager Human Resource guides and manages the overall provision of Human Resources services, policies, and programmes for the entire organisation. The major areas directed are:

- Recruiting and staffing;
- Organisational and space planning;
- Performance management and improvement systems;
- Organisation development;
- Employment and compliance to regulatory concerns;
- Employee orientation, development, and training;
- Policy development and documentation;
- Employee relations;
- Organisation-wide committee facilitation;
- Organisation employee and community communication;
- Compensation and benefits administration;
- Employee safety, welfare, wellness and health;
- Employee services and counselling;
- Directs administration, including reception;
- Security and upkeep and space planning.

Key Performance Indicators

Primary Objectives

- Safety of the workforce.
- Development of a superior workforce.
- Development of the Human Resources department.
- Development of an employee-oriented organisation culture that emphasises quality, continuous improvement, and high performance.
- Personal ongoing development.

Development of the Human Resources Department

- Oversees the implementation of Human Resources programmes through Human Resources staff. Monitors administration to established standards and procedures. Identifies opportunities for improvement and resolves any discrepancies.
- Oversees and manages the work of reporting Human Resources staff. Encourages the ongoing development of staff.
- Develops and monitors an annual budget that includes Human Resources services, employee recognition, sports teams support, organisation philanthropic giving, and administration.
- Selects and supervises Human Resources consultants, attorneys, and training specialists, and coordinates organisation use of insurance brokers, insurance carriers, pension administrators, and other outside sources.
- Conducts a continuing study of all Human Resources policies, programmes, and practices to keep management informed of new developments.
- Leads the development of goals, objectives, and systems.
- Establishes measurements that support the accomplishment of the organisation’s strategic goals.
- Directs the preparation and maintenance of such reports as are necessary to carry out the functions of Bounce Fitness. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Develops and administers programmes, procedures, and guidelines to help align the workforce with the strategic goals of the organisation.

- Participates in executive, management, and organisation staff meetings and attends other meetings and seminars.

Human Resources Information Systems

- Manages the development and maintenance of the Human Resources sections of the Internet, particularly recruiting, culture, and organisation information; and Intranet sites.

Training and Development

- Defines all Human Resources training programmes, and assigns the authority / responsibility of Human Resources and Centre managers within those programmes. Provides necessary education and materials to Centre managers and employees including workshops, manuals, employee handbooks, and standardised reports.

- Leads the implementation of the performance management system that includes performance development plans (PDPs) and employee development programmes.

- Establishes an in-house employee training system that addresses organisation training needs including training needs assessment, new employee orientation or induction, management development training, the measurement of training impact, and training transfer.

- Assists Centre Managers with the selection and contracting of external training programmes and consultants.

- Assists with the development of and monitors the spending of the corporate training budget.

Employment

- Establishes and leads the standard recruiting and hiring practices and procedures necessary to recruit and hire a superior workforce.

- Interviews management- and executive-level candidates; serves as interviewer for position finalists.

- Chairs any employee selection committees or meetings.

Employee Relations

- Formulates and recommends Human Resources policies and objectives for the organisation with regard to employee relations.
- Partners with management to communicate Human Resources policies, procedures, programmes and laws.
- Determines and recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Conducts investigations when employee complaints or concerns are brought forth.
- Monitors and advises Centre Managers in the progressive discipline system of the organisation. Monitors the implementation of a performance improvement process with non-performing employees.
- Reviews, guides, and approves management recommendations for employment terminations.
- Leads the implementation of organisation safety and health programmes. Monitors the tracking of Health and Safety required data.
- Reviews employee appeals through the organisation complaint procedure.

Compensation

- Establishes the organisation wage and salary structure, pay policies, and oversees the variable pay systems within the organisation including bonuses and raises.
- Leads competitive market research to establish pay practices and pay bands that help to recruit and retain superior staff.
- Monitors all pay practices and systems for effectiveness and cost containment.

Benefits

- With the assistance of the General Manager Finance, obtains cost effective, employee serving benefits; monitors national benefits environment for options and cost savings.
- Leads the development of benefit orientations and other benefit training.
- Recommends changes in benefits offered, especially new benefits aimed at employee satisfaction and retention.

Law

- Leads organisation compliance with all existing governmental and labour legal and government reporting requirements. Maintains minimal organisation exposure to lawsuits.

- Directs the preparation of information requested or required for compliance with laws. Approves all information submitted. Serves as the primary contact with the organisation employment law attorney and outside government agencies.

- Protects the interests of employees and the organisation in accordance with organisation Human Resources policies and governmental laws and regulations.

Organisation Development

- Designs, directs, and manages a organisation-wide process of organisation development that addresses issues such as succession planning, superior workforce development, key employee retention, organisation design, and change management.

- Manages employee communication and feedback through such avenues as organisation meetings, suggestion programmes, employee satisfaction surveys, newsletters, employee focus groups, one-on-one meetings, and Intranet use.

- Directs a process of organisational planning that evaluates organisation structure, job design, and personnel forecasting throughout the organisation. Evaluates plans and changes to plans. Makes recommendations to executive management.

- Identifies and monitors the organisation's culture so that it supports the attainment of the organisation's goals and promotes employee satisfaction.

- Leads a process of organisation development that plans, communicates, and integrates the results of strategic planning throughout the organisation.

- Manages the organisation-wide committees including the wellness, training, environmental health and safety, activity, and culture and communications committees.

- Leads a process of organisation development that plans, communicates, and integrates the results of strategic planning throughout the organisation.

- Keeps the CEO and the executive team informed of significant problems that jeopardise the achievement of organisation goals and those that are not being addressed adequately at the line management level.

The Human Resources Director assumes other responsibilities as assigned by the CEO.

Human Resources Director Requirements

- Broad knowledge and experience in employment law, compensation, organisational planning, organisation development, employee relations, safety, and training and development.
- Above average oral and written communication skills.
- Excellent interpersonal and coaching skills.
- Demonstrated ability to lead and develop Human Resources staff members.
- Demonstrated ability to serve as a successful participant on the executive management team that provides organisation leadership and direction.
- Demonstrated ability to interact effectively with the organisation Board of Directors.
- Excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.
- General knowledge of various employment laws and practices.
- Experience in the administration of benefits and compensation programmes and other Human Resources programmes.
- Evidence of the practice of a high level of confidentiality.
- Excellent organisational skills.

Education and Experience

- Minimum of a Bachelor’s degree or equivalent in Human Resources, Business, Organisation Development.
- Five plus years of progressive leadership experience in Human Resources positions.
- Specialised training in employment law, compensation, organisational planning, organisation development, employee relations, safety, training, and preventive labour relations, preferred.
- Active affiliation with appropriate Human Resources networks and organisations and ongoing community involvement, preferred.
- Possess ongoing affiliations with leaders in successful companies and organisations that practice effective Human Resources Management.