#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Labour Relations Advisor

**Job Number:** X-348 | VIP: 1134

**Band:** EXEMPT-5

**Department:** Human Resources

**Supervisor Title:** Director, Human Resources

**Last Reviewed:**  March 15, 2024

#### **Job Purpose:**

Reporting to the Director, Human Resources, this position contributes to the maintenance of a positive Labour Relations climate while providing analytical, technical, strategic, and administrative support to a wide range of labour relations initiatives, for all unionized and non-unionized employee groups. This position provides support to University employees in proactive dispute resolution strategies including informal and formal resolution procedures in accordance with University policies. In addition, this position provides support to the department of Human Resources in a generalist capacity for ad-hoc projects and events.

#### Key Activities:

##### Collective Bargaining Support

* Acting as a member of the University Collective Bargaining team, provides advice and administrative support for the negotiation of Collective Agreements.
* Conducts research, trends analysis, and collaborates with university managers to determine appropriate proposals and revisions to the Collective Agreements. Assists with mandate development.
* Provides strategic recommendations to the Director regarding timing of negotiations, length of agreements, and anticipated priorities.
* Stays abreast of regional and sector wide trends which will have an impact on University collective bargaining processes.

##### General Labour Relations

* Under the direction of the Director, Human Resources, assists in addressing labour relations issues through facilitation, collaboration, and effective problem-solving methods.
* Consults with managers, employees, and HR colleagues, providing guidance and interpretation on human resources policies and procedures, Collective Agreements and employment law in a manner that is progressive, compliant and contributes to equitable practices throughout the organization.
* Coordinates Joint Committee and other union-related activity including researching and presenting the University’s position on issues, and providing administrative support (meeting planning, note taking, drafting proposals and briefings).
* Liaises with Union Leaders, Regional Representatives and legal counsel on a variety of issues including negotiations, attendance and accommodation issues, and grievances.
* Provides training sessions to various groups on a number of topics including changes made in bargaining and processes outlined in the Collective Agreements and policies.
* Provides managers guidance and support on dealing with disciplinary matters, assists in the development of investigation questions, recommends performance management strategies including appropriate levels of discipline, advises and creates the content and structure of disciplinary/ counselling letters and ensures effective resolution of issues.

##### Grievance and Complaint Prevention and Response

* Coordinates grievance processes including research and documentation necessary to the University’s position in grievance responses, mediation, and arbitration.
* In collaboration with the Director, represents the University’s position in grievance meetings, mediation, and arbitration. Provides advice throughout the grievance process including off-site arbitrations.
* Assists with the preparation, coordination and maintenance of union settlements and memoranda of understanding and is responsible for the development and maintenance of a labour relations database/library.
* Ensures outcomes are implemented in an accurate and timely manner.
* Has a general understanding of University policies and can identify when complaints warrant the use of one of these policies, escalating complaints from an informal complaint to a formal complaint.
* Provides managers guidance and support on dealing with complaints, provides mediation and conflict resolution support in cases of informal complaints.
* Works collaboratively with Equity, Human Rights Office and Campus Safety to conduct intake meetings with potential complainants under University policies.
* Responsible for responding to enquiries from other University Labour Relations staff.
* Responsible for maintaining and enhancing the Labour Relations website.
* Participates as an effective member of the Human Resources team.
* Coordinates, plans, develops, and implements other projects as required, including drafting and updating employment policies as identified through legislation and organizational changes.
* Other related duties and projects as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 year) in a related field with specialization in Human Resources, Labour Relations.
* CHRL designation preferred.

#### Experience/Qualifications Required:

* Three (3) years’ experience is required in the areas of Human Resources and Labour Relations.
* Strong facilitation, problem-solving, negotiation, conflict resolution and client service skills.
* Strong written and verbal communication skills.
* Strong research and analytical skills.
* High level of attention to detail, accuracy, and confidentiality required.
* Solid understanding of human resources legislation including Employment Standards, Human Rights.
* Demonstrated tact, diplomacy, and objectivity.
* Negotiation, conflict resolution, and client service skills.
* Proficiency in a variety of software applications including word processing and presentation software, advanced spreadsheet creation and data manipulation, demonstrated understanding and use of database concepts, report writing tools.
* Ability to multi-task with proven organizational skills.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

* Provides guidance and delegates work to student assistants, as required.

##### Communication

Internal:

* Employees/Grievers across all units of the University - Ranges from responds to routine queries to explaining more complex messages. Must use tact, diplomacy, persuasion, and negotiation to settle complaints. Must deal with confidential private and medical information. Significant discretion is required. May facilitate communication between hostile parties.
* Managers, Directors, Deans - Ranges from responding to routine queries to explaining more complex messages. Must deal with confidential private and medical information. Significant discretion is required. Coaching and explanation required on collective agreement language or legislative requirements.
* Local Union representatives - Written and verbal communication ranging from responding to routine queries to explaining complex messages, negotiating terms and conditions of grievance settlements, exceptions to the Collective Agreement.
* Faculty (Chairs/Associate Deans) - Ranges from responding to routine queries to explaining more complex messages. Must use tact, diplomacy, persuasion, and negotiation to settle disputes. Must deal with confidential private and medical information. Significant discretion is required. Coaching and explanation required, often on complex legal issues or collective agreement language.
* Requires sound judgement in discussing problems, summarizing information, and making recommendations.
* Sensitivity, tactfulness, and discretion required when dealing with confidential information.

External:

* Legal Counsel - Covey details of cases. Convey University’s position.
* Union Business Agents - Written and verbal communication ranging from responding to routine queries to explaining more complex messages.
* Arbitrators, Mediators - Covey details of complex cases. Convey University’s position and persuade arbitrator/mediator of the University’s argument.
* Labour Relations colleagues at other universities, colleges, and the municipality - Ranges from responding to routine queries to explaining complex messages. Solicitation of labour relations information to inform LR strategy.
* Government agencies (Ontario Labour Relations Board, Ministry of Labour, MTCU etc.). Ranges from responding to routine queries to explaining more complex messages. Solicitation of labour relations information to inform LR strategy.

##### Motor/Sensory Skills

* Keyboarding - Accuracy is imperative.
* Minute-taking - Accurate, detailed notes are essential for ensuring that documentation is relevant and thorough for future reference.

##### Effort

Mental

* Sustained concentration required for extended periods of time during Mediations and Bargaining.

Physical:

* Facilitation of mediation, bargaining, grievance meetings, require sitting for extended periods.

##### Working Conditions

* Complaints, public criticism - As first contact in labour relations often the target of complaints and criticism.
* Changing deadlines, time pressures - Grievance timelines must be complied with. Often issues are urgent and must be dealt with immediately.
* Dealing with frustrated, angry, or confrontational people - Grievances are usually as a result of very difficult circumstances, resulting in highly emotional, confrontational and angry responses. Responses can be irrational and can escalate quickly.
* Lack of control over pace of work - As issues are often urgent (e.g. workplace conflict, discipline issues), control over the pace of work is limited.
* Multiple competing demands - 3 unions and limited resources results in competing demands. Bargaining off campus, arbitrations and mediations compete with day to day demands of the position.
* Conflicting work priorities.
* Confinement - Long hours off campus, confined to bargaining location.
* Frequent time pressures and lack of control over the pace of work.