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Job Specification

Position Title:

Manager, Labour Relations Operations

Job Code:

M1102A - Human Resources08

Job ID:

168021

Purpose:

To develop and implement labour relations strategies, policies, initiatives and programs that foster positive labour relations within the education sector of Ontario.

To manage/lead staff and projects in the provision of advice and services related to the negotiation and implementation of labour relations and collective bargaining policies, procedures and practices across the provincial education sector.

To manage strategic and operational planning for the ministry's Labour Relations Operations Branch. To provide specialized expertise, strategic leadership, direction and advice to senior government officials, staff, team members, school boards and trustees on education sector labour relations and collective bargaining initiatives, school board staff negotiations, job actions, and provincial discussion tables

To provide expert advice on labour relations policies, programs, procedures, processes, interpretation and administration of collective agreements, and employee/labour relation matters.

Key Responsibilities:

1. Manages and co-ordinates strategic and operational planning of branch activities related to education sector labour relations and collective bargaining initiatives, , school board staff negotiations and job actions across the province; promotes and facilitates stakeholder consultation processes to identify issues and evaluate strategic/ operational planning, policy implementation and effectiveness; supports the integrated development of policy and procedures; and leads the development and definition of operational guidelines and parameters.
2. Works with the Director to develop and implement branch business and operational plans within the ministry's and government's overall budget commitments and key priorities assists with developing and managing the branch budget in support of corporate planning processes and reporting including RbP and annual plans; leads the co-ordination of branch strategic and operational planning, and implementation/ work planning activities associated with key branch initiatives relating to school board labour relations and collective bargaining, such as school board staff negotiations and job actions.
3. Manages the implementation and operationalization of labour relations and collective bargaining legislation, policies, procedures and practices: coordinates activities with branch staff to ensure consistency in implementation approaches; leads analysis of options; assesses the effectiveness of proposed strategies; recognizes and acts on changing trends and priorities; addresses unique circumstances or unprecedented situations.
4. From an Operations perspective, provides co-ordination and key leadership with respect to legislation and/or regulation development and implementation; manages the development of processes for the introduction of new/revised legislation and/or regulation and introduces processes to ensure that the impact of new/revised legislation and/or regulation is fully explored and evaluated; over-sees drafting of Cabinet submissions, preparation of briefing materials, leads the preparation of final reports and amendments to support policy decisions related to Ontario school board labour relations
5. Provides authoritative strategic negotiation and implementation advisory services to the Director, the ADM and senior management committees regarding school board labour relations and collective a bargaining high profile projects, policy integration and implementation issues and potential impacts on other areas, identifies challenges and anticipates potential overlap or unanticipated problem areas; leads and co-ordinates related research, leads the development of position and discussion papers, , proposals and briefing materials.
6. Collaborates with other areas of the division/ministry engaged in related research and analysis and leads liaison with other ministries participates in and/or leads committees/ projects addressing a variety of major initiatives, to promote

good labour relations practices in Ontario's education system.

7. Sustains positive relationships and networks with school board trustee associations, senior board officials and/ or union representatives; manages communication with school boards regarding school board labour relations, trustee elections, and provincial discussion tables, provides an overview perspective to strategic policy development and implementation relating to school board labour relations; , promotes a well-integrated and co-ordinated approach that addresses the interdependencies of policy implementation decisions; discusses contentious issues; and, provides strategic advisory services with respect to multi-year planning, and outcome measurement.

Managerial Responsibilities

1. Develops and oversees ministry strategic plans in the program area and provides advice and expertise to executive levels on issues impacting the OPS and ministry service deliverables.
2. Controls financial resources and reporting, develops the multi-year budget and resource plans. Leads business, financial, and results-based planning processes for Ministry programs/operations and services.
3. Builds organizational capacity through effective human resources development by authorizing recruitment activities, labour relations management, talent management, organizational design and succession planning.
4. Establishes and maintains strong working relationships with key partners and stakeholders to ensure timely and accurate information flow and identification of issues; presents and advocates the ministry's position at various forums
5. Responsible for the overall compliance with legislative statutes, collective agreements, government and ministry policies, directives, guidelines and commitments related to programs and services.

Factors:

Knowledge

Labour relations theories, principles, policies and practices, collective agreements and the collective bargaining cycle and processes, to provide expert advice at all levels of management in own and other ministries and to develop capacity within the team.

Theories, principles, and practices of collective bargaining, mediation and dispute resolution techniques, labour management trends in government jurisdictions and Ontario broader public sector, human resources planning and human resources management and current/emerging trends/issues to manage development of labour policy proposals, administration and support for dispute resolution processes and effective coordination of union/management committees.

Ministry strategic corporate directions, business planning processes, service delivery models, to lead and manage a program area, to determine objectives and resource requirements and to ensure alignment of programs and projects with corporate strategic goals.

Government and ministry financial, administrative and procurement policies and directives to plan and manage fiscal and material resources of the unit. This includes reviewing and approving budgets, managing facilities, assets, and contract service providers, ensuring compliance with financial protocols, audit principles, directives and guidelines.

Project management principles and methodologies to oversee and guide the overall delivery of mandates and strategies and to coordinate transformation initiatives.

Organizational development, staff development, change management, and labour relations/employee relations as well as of related legislation, policies, programs, collective agreements, etc., in order to broker and supervise the provision of advice and support to senior executives.

Program Responsibility

Responsible for the timely delivery of labour relations programs or services to clients which are in accordance with relevant legislation, regulations, ministry operational policies and procedures while providing optimal utilization of all resources.

Responsible for the provision of labour relations advice and expertise to ministry executives, school boards and their representatives on policies, programs, procedures, processes, interpretation and administration of collective agreements and employee/labour relation matters, and ensures employee relations advisory services, strategies and program functions align with government strategic directions and priorities.

Responsible for leading the development and operationalization of collective bargaining strategies, plans and outcomes for the education sector, and managing the unit's role in grievance and dispute resolution processes, provision of advice and expertise to clients on handling of specific cases.

Responsible for developing strategic and operational plans. Responsible for contributing to the development/amendment of program and operational policies and procedures.

Analytical Thinking

Assesses and responds to client's business requirements and complex and/or contentious labour relations issues and strategic, policy and business issues, recommends strategies and innovative solutions.

Leads the interpretation of legislation, policies, and regulations as they relate to education sector labour relations, ensures that complex issues are identified, examined, options are thoroughly researched, explained, assessed and issues resolved.

Manages trend analysis and risk assessments relating to complex labour relations matters/issues and deals directly with bargaining agents on disputes and issues of contention. Considers and assesses risks and options in the monitoring and resolution of employee and union disputes.

Researches and gathers information to develop policy, briefs senior executives and communicates options and recommendations to executives, school board representatives.

Develops strategic and operational work plans and provide recommendations and input to program and operational policies and procedures.

Planning / Coordinating

Leads development of strategic business /program/service plans including the deployment of resources (human and financial) to deliver programs and services.

Coordinates and leads the planning and implementation of organizational development and complex change initiatives for the program, service, project or initiative.

Plans and coordinates multiple deliverables with external and internal stakeholders, partners and consultants.

Manages and coordinates implementation of major initiatives or projects and ensures timelines are met by developing schedules and plans, modifying priorities, schedules and reallocating resources to ensure timelines and ministry or corporate directions are achieved.

Oversees the effectiveness and quality of strategic labour relations service provision to the ministry's senior executive to help meet ministry business requirements, and coordinating the development and/or implementation of special HR initiatives to meet ministry business needs.

Leadership/Guidance

Develops, builds and leads organizational capacity through positive and values based leadership, inclusive and engaged teams, and partnerships. Frames program vision and strategy for services, programs or operations.

Determines human resources and organizational needs for optimal performance and delivery of results and alignment with ministry objectives; leads talent management and succession planning; mentors employees; sets goals and performance standards.

Exercises managerial and strategic leadership accountability and authority in the areas of organizational design, recruitment and retention, talent management, labour relations and compensation related matters.

Independence of Action

Reports to a Director or higher and works within broad parameters and the strategic ministry/branch mandate, legislation, and strategic goals and directions.

Exercises considerable independence and judgment in the development of labour relations program/services and operational plans including delivery/implementation to meet government and ministry strategic business objectives. Decides and priorities and in the provision of advice and recommendations to the Executive Committee, which is considered authoritative, and informs policy and program decisions.

Works directly with senior executives in own and client ministries to ensure strategic services are provided in an effective

manner and in analyzing unique, very complex and/or contentious strategic or ministry-wide business and labour relations issues (potentially precedent-setting or other significant impact on the ministry).

Determines and develops labour relations strategies, options to resolve potentially precedent setting issues, advises on risks, etc. to independently advise client executives and senior management, such as contentious labour relations issues, major Ministry workforce adjustment or change management initiatives, organizational effectiveness issues.

Interpersonal/Communication

Interacts effectively, builds consensus and resolves problems with clients including executives, managers, staff, central agency contacts and bargaining agent representatives.

Builds and maintains positive working relationships with bargaining agent representatives to discuss/resolve issues. Represents the employer on joint committees, in hearings, settlement discussions, during essential services and collective bargaining. Exercises negotiation, mediation and influencing skills to effect positive outcomes for the employer while maintaining positive union/management relations.

Interacts/discusses information on service issues and on corporate projects with specialists, senior management and clients to ensure effective service delivery. Provides analyses and interpretation on sensitive issues and matters to clients and represents HR interests on corporate forums and committees.

Conducts presentations and briefings on issues, contentious or complex matters to ADM, DM and other senior management committees and stakeholders.

Prepares a comprehensive range of products to support projects including operational/communications work plans, contentious issue reports, and develops /delivers training materials.

Consults with client ministries, senior management team and staff regarding project team leadership, ongoing initiatives, HR management practices, and to provide relevant information on policy direction and recommendations.

Physical Effort

Most of the time is spent in an office environment with frequent opportunity to move about.

Sensory Effort

Requires visual attention and concentration (i.e. reading without interruption) to develop and examine details of strategic/operational plans, and determines the efficacy of program results and recommendations.

Working Conditions

Work is performed in a typical office environment, requiring occasional travel.



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