



Manager Workforce Planning and Development, Toronto Building

Toronto, ON

Reporting to the Director of Business Operations, in the Toronto Building Division, the Manager of Workforce Planning and Development will be responsible for managing the Division's overall workforce planning and development strategy and initiatives in support of a high-performing, knowledgeable and engaged workforce. The position also entails managing divisional efforts with People & Equity regarding strategic human resources planning, talent management, employee and labour relations, succession planning, recruitment strategies, skills assessment, training and development, and performance management. In addition, the role has direct accountability for the oversight of the Division's training and development programs, equity and diversity programs, and health and safety programs, including initiatives to support employee wellness and to ensure the Division and its programs are in compliance with applicable legislative requirements related to the training and development and mandatory accreditations.

MAJOR RESPONSIBILITIES

- Leads, develops and guides a strategically-focused workforce development strategy for Toronto Building and oversees its execution.
- Acts as the Division lead on human resources and labour relations issues, and works closely with the Division's directors, management team, and People and Equity to manage talent planning and training strategies effectively and efficiently for a knowledgeable and engaged workforce.
- Provides expert strategic workforce planning knowledge, advice, executive-level support and professional judgement on performance management, collective agreement matters, and employee-related issues for the Division's management team. Coaches managers on performance and attendance management, and return-to-work and accommodation plans.
- Develops, implements and/or participates in divisional initiatives related to staff development, succession planning, employee recognition and engagement, and workforce analytics.
- Manages the Division's recruitment processes and distribution of staff complement to meet divisional strategic objectives within Corporate Financial Planning and Human Resources Organizational Management guidelines.
- Ensures the systematic and timely gathering, aggregation, and analysis of labour market intelligence on a diverse range of workforce requirements for current and future implications, to serve as a basis for resource strategy options and plans.
- Develops and implements detailed plans and recommends policies regarding program-specific requirements.
- Develops policies and provides leadership and support in the development, implementation and evaluation of policies, strategies and program recommendations.
- Participates in confidential re-structuring, re-organization and management change initiatives to develop an organization that supports, and is conducive to, a high level of performance.
- Fosters an organizational culture that emphasizes innovation, continuous learning, collaboration, transparency, accountability and trust while promoting a strong code of ethics and integrity to support public service excellence.
- Provides strategic leadership and manages the development, implementation and evaluation of innovative equity, diversity, and inclusion initiatives.
- Provides strategic leadership related to Health, Safety and Wellness for the Division, in a manner that ensures competence, integrity, and effective and efficient compliance with all health and safety requirements and initiatives.
- Provides strategic leadership to grow the organization's relationships with partners and alliances, specifically with learning and certifying institutions.
- Maintains cooperative linkages with other municipalities, provincial ministries and agencies, and colleges and universities with respect to training and development-related matters.

- Leads and manages the Division's Health, Safety and Wellness team in the development and implementation of comprehensive modern and leading-edge programs and initiatives.
- Manages the Division's overall training and development needs through assessment, design, development, delivery, coordination and evaluation, incorporating adult learning principles.
- Leads the Division's Training and Development team in the development and implementation of strategies and initiatives, ensuring divisional needs and priorities for staff skills development and training plans are identified and assessed.
- Manages, motivates and trains the Unit's staff, ensuring effective teamwork, high standards of work quality and organizational performance, and continuous learning, and encourages innovation in others.
- Develops, recommends and administers the annual budget for the Unit, and the annual training and development budget for the Division, and ensures that each unit's expenditures are controlled and maintained within approved budget limitations.
- Manages the day-to-day operation of all assigned staff, including the scheduling, assigning and reviewing of work. Authorizes and controls vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments and recommends disciplinary action when necessary.
- Coaches, mentors and guides all levels of Toronto Building management on recruiting, leading and motivating a diverse workforce. Assists in ensuring effective teamwork by facilitating communication and addressing emerging issues related to equity.
- Ensures the Division and its programs remain in compliance with corporate and legislative requirements as they relate to training and development and mandatory accreditations (i.e. Building Code Qualifications), Ministry of Labour Health and Safety training, the Accessibility for Ontarians with Disabilities Act, the City's Human Rights and Anti-Harassment Policy, the Ontario Human Rights Code, harassment provisions in the Occupational Health and Safety Act, and other related policies and legislation for all levels of Toronto Building management, employees and service users.

KEY QUALIFICATIONS:

1. Post-secondary education in a professional discipline pertinent to the job function combined with relevant management training and experience, or an equivalent combination of education and experience.
2. Extensive workforce development and planning experience in a unionized environment with a focus on strategic planning, staffing and recruitment, training and development, performance management, labour relations, health, safety and wellness, and employee engagement.
3. Considerable experience in leading and implementing proactive and progressive organizational change initiatives in order to achieve desired results within critical timeframes.
4. Considerable experience managing, leading and developing a diverse team, with a demonstrated ability to effectively motivate staff to ensure high standards of work quality and organizational performance.
5. Considerable experience in developing and administering budgets, and in control and monitoring of expenditures to ensure fiscal accountability and effective use of resources.
6. Strong interpersonal, relationship-building and conflict resolution skills, with excellent political acumen to facilitate consensus and persuade/negotiate with a variety of stakeholders, and demonstrated ability to use a strategic approach and work progressively in ambiguity and complexity.
7. Comprehensive knowledge of workforce planning, with the ability to develop and implement staffing and recruitment, and training and development strategies and initiatives to address current and future organizational needs.
8. Excellent business writing skills, with the ability to prepare comprehensive reports through the application of relevant information to support business analyses and decision-making.
9. Ability to assess organizational needs and develop overall training and development plans.
10. Ability to foster an organizational culture that emphasizes innovation, continuous improvement, collaboration, transparency, accountability and trust, while promoting a strong code of ethics and integrity to support public service excellence.
11. An effective decision-maker that promotes and fosters teamwork with the ability to manage and

- execute change effectively.
12. Skill in developing and delivering staff training programs, workshops and seminars.
 13. Ability to successfully manage special projects and initiatives.
 14. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces
 15. Knowledge of the Building Code Act, its regulations, and other applicable laws is considered an asset.
 16. Considerable knowledge of relevant legislation, regulations, codes, collective agreements and policies such as the Employment Standards Act, Human Rights Act, Occupational Health & Safety Act, Accessibility for Ontarians with Disabilities Act, etc.

Certified Human Resources Professional (CHRP) designation would be an asset.

Salary Range: \$110,965.40 - \$130,366.60 (PSG # TM5160 and wage grade 8) per year

Toronto is home to more than 2.9 million people whose diversity and experiences make this great city Canada's leading economic engine and one of the world's most diverse and livable cities. As the fourth largest city in North America, Toronto is a global leader in technology, finance, film, music, culture, and innovation, and consistently places at the top of international rankings due to investments championed by its government, residents and businesses. For more information, visit jobs.toronto.ca or follow us on Twitter at [Twitter.com/CityTOjobs](https://twitter.com/CityTOjobs), on LinkedIn at [Linkedin.com/company/city-of-toronto](https://www.linkedin.com/company/city-of-toronto) or on Facebook at [Facebook.com/CityTOjobs](https://www.facebook.com/CityTOjobs).

How to Apply:

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting **Job ID 16615**, by **Monday, May 17, 2021**.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the application process is available upon request](#). Learn more about the City's [Hiring Policies and Accommodation Process](#).