

Position Description

POSITION: Manager, Human Resources & Safety

SUMMARY OF POSITION:

The Human Resources & Safety Manager provides leadership and functional expertise for ARROW Utilities' human resources, people and culture, and health, safety and wellness functions. As ARROW's senior human resources practitioner, the Manager provides trusted, practical advice to leaders and employees across the organization and maintains an active role in recruitment, employee relations, performance management, workplace investigations, policy interpretation and other complex people matters. The Manager leads a multidisciplinary team responsible for delivering effective human resources and health, safety and wellness programs and services. The position provides oversight of ARROW's occupational health and safety management system, WCB and disability management processes, corporate learning and development, workplace culture and engagement initiatives, and people-related policies and programs. A key focus of the role is strengthening and modernizing ARROW's people and safety practices through clear policies, consistent processes, effective adult learning, appropriate use of technology and data, and the digitization and continuous improvement of existing systems and workflows. Working closely with leaders and employees across the organization, the Manager helps foster a workplace that is safe, accountable, respectful, engaged and equipped to meet ARROW's evolving organizational needs.

STATUS: Full Time, Permanent

DEPARTMENT: Information, Strategic and People Services

REPORTS TO: Director, Information, Strategic, and People Services

SUPERVISES: There are 4 direct reports: 2 Health and Safety Coordinators, 1 Payroll Administrator, and 1 People and Culture Coordinator.

Key Responsibilities:

Human Resources Leadership & Employee Relations

- Serve as ARROW's primary human resources subject matter expert, providing practical advice and guidance to leaders and employees on employee relations, performance management, progressive discipline, workplace conflict, accommodations, disability management and other complex employment matters.
- Lead or support workplace investigations and provide recommendations consistent with employment legislation, organizational policy and sound human resources practice.
- Coach and advise leaders to strengthen people-management capability, accountability and consistent application of HR policies and practices across the organization.
- Identify emerging workforce issues, risks and opportunities and recommend proactive solutions, exercising sound professional judgment and confidentiality in sensitive employee matters.

Recruitment, Workforce Planning & Employee Lifecycle

- *Maintain an* active, hands-on role in recruitment and selection, including recruitment strategies, interviews, candidate assessment and advising hiring leaders on selection decisions.
- Oversee employee lifecycle processes, including recruitment, onboarding, orientation, offboarding, employment documentation, benefits, leaves, disability management and accommodations.

- Partner with leaders to identify current and emerging workforce needs and support succession planning, employee retention and workforce planning.
- Monitor workforce trends and employee lifecycle practices, providing relevant analysis and recommendations to leadership to support effective and compliant workforce management.

Health, Safety & Wellness Leadership

- Provide leadership and oversight of ARROW's Health, Safety and Wellness function and Health and Safety Management System, ensuring alignment with Alberta Occupational Health and Safety legislation, applicable standards and organizational requirements.
- Oversee organizational approaches to hazard identification, risk assessment, inspections, audits, incident investigation, corrective action management and WCB claims management.
- Monitor health and safety performance, trends and emerging risks, ensuring significant matters are appropriately addressed and escalated, and support organizational emergency preparedness, training and exercises.
- Champion a strong safety and wellness culture through visible leadership, employee engagement, education and shared accountability for health and safety across the organization.

Policy, Programs & Governance

- Lead the development, review, implementation and ongoing maintenance of human resources, people and culture, and health and safety policies, procedures, standards and supporting documentation.
- Work collaboratively with operational and corporate leaders to ensure policies and programs are practical, understood and consistently applied.
- Identify gaps, inconsistencies and emerging requirements within existing policies and programs and develop recommendations for improvement.
- Support leadership with information, analysis and recommendations related to workforce, culture, safety and organizational risk.

Learning, Training & Organizational Development

- Lead the development of a coordinated corporate learning and development framework that supports regulatory, technical, leadership and organizational learning needs.
- Apply adult-learning principles and work with subject matter experts to identify learning needs and develop or source practical, accessible and effective training solutions.
- Oversee mandatory and role-specific training requirements, competency tracking and associated records to support organizational and regulatory compliance.
- Support leadership and people-management development and evaluate training effectiveness to continuously improve ARROW's approach to organizational learning.

Workplace Culture, Engagement & Employee Experience

- Provide leadership for ARROW's workplace culture, employee engagement, recognition and wellness initiatives, aligned with organizational values and strategic direction.
- Oversee employee engagement surveys and other feedback mechanisms, translating findings into meaningful actions and opportunities for organizational improvement.
- Identify and address cultural trends and issues that may affect employee experience, organizational effectiveness, trust or ARROW's ability to successfully implement change.
- Champion employee involvement, communication and practical change-management approaches that strengthen collaboration, accountability and organizational trust.

Systems, Digitization & Continuous Improvement

- Lead the modernization and digitization of HR and health and safety processes, reducing reliance on manual and paper-based workflows and improving organizational efficiency.
- Provide functional leadership for the introduction of HRIS and related systems, identifying opportunities to streamline workflows, strengthen records management and improve employee and leader self-service.
- Establish meaningful HR and safety metrics, dashboards and reporting to support informed decision-making and continuous improvement.
- Ensure appropriate governance, controls and confidentiality are maintained for employee and health and safety information and systems.

Team Leadership & Functional Management

- Lead, coach and develop a team of four employees across the Human Resources/People & Culture and Health, Safety & Wellness functions.
- Establish clear roles, priorities, accountabilities and service expectations while effectively managing team workload, performance and professional development.
- Ensure effective coordination between HR and Safety while maintaining the specialized expertise and responsibilities required within each function.
- Develop annual work plans and budgets and foster a collaborative, responsive and service-oriented approach to supporting leaders and employees across ARROW.

Qualifications:

- **Education:** Post-secondary degree in Human Resources, Business Administration, Industrial Relations or related discipline. Current CPHR/CHRP designation is required. Additional education or certification in occupational health and safety, adult education, organizational development, change management or a related discipline is considered an asset.
- **Experience:** Minimum five years of progressively responsible human resources experience, including significant experience providing direct HR advice to leaders and employees. Minimum two years of leadership or supervisory experience, preferably leading multidisciplinary or professional staff. Demonstrated experience in employee relations, recruitment and selection, performance management, policy development and workplace investigations, and experience providing oversight or leadership within an occupational health and safety environment.
- **Knowledge, Skills and Abilities:** Strong knowledge of Alberta employment legislation and contemporary human resources practices. Working knowledge of Alberta Occupational Health and Safety legislation, WCB requirements and disability/return-to-work practices. Strong professional judgment and demonstrated ability to manage sensitive, confidential and complex employee matters. Demonstrated ability to provide clear, practical and appropriately risk-informed advice to organizational leaders. Strong interviewing, investigation, facilitation and conflict-resolution skills. Strong leadership and coaching abilities with a collaborative and accountable management style. Excellent written and verbal communication skills, including the ability to develop clear policies, procedures and organizational communications.