



JOB POSTING  
April 11th, 2022

Manager, Training and Part-time Support  
Full-time Position

The University Students' Council at Western University is seeking a full-time Manager, Training and Part-time Support with the People and Development department on a full time basis.

The Manager, Training and Part-time Support will provide HR support to USC Managers who oversee part-time student staff in USC Operations. This role will also be responsible for developing specialized training on an annual basis for groups such as USC Peer Support Volunteers, USC Food Support, and coordinating EDI training for different stakeholder groups within the organization. This individual will be responsible for updating and maintaining the HR orientation training module on an annual basis. The Manager, Training and Part-time Support will maintain the USC's Harassment, Discrimination, and Violence Prevention Policy and Procedure and the USC's Code of Conduct Policy and will intake all complaints within the organization.

The successful candidate must have a degree in Human Resources or related field and must have 3-5 years of experience in an HR or training development-related environment. The Manager, Training and Part-time Support will have an in-depth knowledge, understanding or interest in developing HR processes, training programs and supporting others in the implementation of these processes and programs. They must have the ability to identify opportunities for improvement, while being open to trying new ideas and working methods.

Hours of work are 8:30 am – 4:30 pm from Monday to Friday, however these hours are subject to change due to fluctuating operating hours. During peak periods, the hours of work may be adjusted to accommodate increased workload. Occasional overtime may be required.

Please submit your application by April 24th at 11:59 p.m. at:  
<https://westernusc.forms-db.com/view.php?id=437619>

**USC People and Development**  
**University Students' Council of The University of Western Ontario**  
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*The University Students' Council of the University of Western Ontario is an equal opportunity employer. The USC is committed to providing accommodations to those with disabilities. If you require an accommodation, we will work with you to meet your needs.*

## **University Students' Council – Position Description**



**Position Title:** Manager, Training and Part-time Support  
**Supervisor:** Senior Manager, People and Development

## **OVERVIEW**

### **About the Organization**

The University Students' Council (USC) is the official student association for more than 30,000 undergraduate students at Western University. Incorporated in 1965, we are widely viewed as one of the most reputable and effective student associations in North America. With a \$30 million dollar operating budget, 40 full-time staff, and hundreds of part-time student staff and volunteers, the USC provides a robust offering of programs, services, and operations that significantly contributes to Western's best student experience.

We own and operate two restaurants, a clothing retail store, and a movie theatre; we facilitate the undergraduate health and dental plan, the student transit pass, and late night shuttle busses; we run major events including Western's Orientation Program, the Purple Concert Series, and Beer Fest; we provide peer support through a comprehensive peer network, the Peer Support Centre, and our on-campus Food Bank; and at our core, we are an advocacy organization, representing the voices of Western undergraduates to the university and all levels of government.

Our organization is led by a team of six student executives who work full-time on one-year terms. With the endorsement of the USC's 46 student councilors and support of the USC's 8 student directors, the student executive directs all activities of the USC.

The USC offers a dynamic and exciting work environment, and an unparalleled place to grow as a professional and a person. With generous benefits, extensive professional development opportunities, and a highly supportive work culture, we pride ourselves on being a great place to develop and contribute to a meaningful cause. Our full-time staff are inspired by our ambitious and energetic student leaders every day to work passionately and collaboratively to achieve our mission and vision: to enhance the educational experience and quality of life for all undergraduates at Western and that students have the power to change the world. Our core values dictate that we are democratic, inclusive, student led, accountable to our students, and operate with integrity.

### **About the Department**

The USC's People and Development Department exists to lead the organization's employee relations for both staff and student leadership, recruitment, benefits and records, performance management, recognition and rewards, training and development and staff programming. Our department is both dynamic and ever changing to meet the needs of USC HR processes, programs, relevant legislation and policy that guides what we do.

We provide direct support to Full Time Staff, Coordinators, Associates, Interns, Executive Assistants, the Board of Directors and the Executive. However, in the past few years our support to part time staff has been more at an arm's length. We have recognized this growing need to directly provide more support to such a large group of students, and that is why we are seeking a new Manager of Training and Part-time Support.

In the past year an EDI and Sustainability framework has been developed that will be central in guiding the USC's strategic vision going forward. In order to support the EDI framework that has been newly established at the USC, along with various other growing training needs in our department, we are looking for someone to join our team and bring a fresh perspective on the training function.

### **About the Role**

The Manager, Training and Part-time Support will provide HR support to USC Managers who oversee part-time student staff in USC Operations. This role will also be responsible for developing specialized training on an annual basis for groups such as USC Peer Support Volunteers, USC Food Support, and coordinating EDI training for different stakeholder groups within the organization. This individual will be responsible for updating and maintaining the HR orientation training module on an annual basis. Reporting directly into the Senior Manager, People and Development, the Manager, Training and Part-time Support will maintain the USC's Harassment, Discrimination, and Violence Prevention Policy and Procedure and the USC's Code of Conduct Policy and will intake all complaints within the organization.

### **DUTIES AND RESPONSIBILITIES**

HR Support:

- Maintain and update a USC part-time hourly wage grid
- Support the Manager, Productions and unionized part-time student staff in the Productions' Department including intaking grievances, participating in collective bargaining, supporting labour relations and managing disputes related to the collective agreement
- Maintain, update, coordinate, and facilitate training on USC policies and procedures that apply to USC part-time student staff both in virtual and in-person formats.
- Ensure adherence to USC training requirements and support USC managers with the part-time process.
- Develop best practices for interview guides, job postings, offer letters, disciplinary notices, etc. for part-time student staff.
- Assist USC managers with recruitment for student part-time student positions including job postings, applications, and interview processes and materials.
- Work with the USC's finance department to develop processes and resolve any issues for part-time student employees.

Training:

- Oversee the annual onboarding of student part-time employees which includes HR training, new hire paperwork, contracts, etc.
- Ensure that all part-time student employees have completed the full-cycle of training prior to their in-person start.
- Organize recognition events including the fall social for all part-time student employees.
- Maintain the USC's part-time staff web portal and work with other USC Managers to ensure up to date information and content.
- Work with the Manager, HR Administration to track all training within the organization including EDI training, HR training, Health and Safety Training modules, HR orientation, etc.
- Work with the Manager, Student Development and Recruitment to develop training sessions for student leaders on an annual basis.
- Design, evaluate, and implement corporate-wide EDI, Health and Safety, Harassment, Discrimination, and Violence Prevention, and Code of Conduct training on an annual basis.
- Work with the Vice-President, Student Support and Programs to design and coordinate specialized training for USC Peer Support Volunteers and USC Food Support Volunteers

#### Policy Administration:

- Act as the main point of contact and intake for the USC's Harassment, Discrimination, and Violence Policy and Procedure and the USC's Code of Conduct Policy.
- In consultation with the Senior Manager, People and Development, determine when investigations should be contracted externally.
- Promote a culture of openness and support for staff and student leaders when it comes to disclosures of harassment, discrimination and violence prevention and code of conduct matters.

#### Other:

- Collaborate with other members of USC People and Development Department to execute departmental objectives.

### Qualifications

University degree in Human Resources or related field. The ideal candidate will be working towards, willing to work towards or possess their CHRP/CHRL certificate.

#### Experience:

- 3-5 years experience in an HR or training development-related environment.

#### Skills/ Abilities:

- In-depth knowledge, understanding and interest in developing HR processes, training programs, and supporting others in the implementation of these processes and programs.
- Ability to advise and coach leaders while dealing with confidential issues with tact and maturity
- Ability to identify opportunities for improvement, while being open to trying new ideas and working methods
- Ability to take initiative and champion a project from conception through implementation and evaluation
- Must have a passion for working with student leaders and be committed to lifelong learning and continuous improvement

- An interest in labour relations or experience in an HR capacity in a unionized environment

### **Working conditions**

Frequent sitting at a computer, occasional light lifting. Evening and Weekend work will be required however the core working hours are Monday-Friday 9-5pm. Fast paced and exciting work environment with the opportunity to have a unique experience every day. This position is required to work in person in the office.

### **Key Relationships**

USC Operational Managers, Managers within the People and Development Department, Vice-President, Student Support and Programming, USC part-time staff.

### **Additional benefits**

Cell phone stipend, Health and Dental benefits, Wellness benefits, vacation and flex days, Group Pension/RRSP, Merit Bonus, Professional Development.

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