



Last Updated: November 2024

Job Title

Manager, Human Resources Shared Services

Impact

As a strategic leader of the HRSS team and through dedicated HR administrative support and proactive, collaborative policy enhancement, the HRSS Manager will foster a positive employee experience and strengthen HR operations to empower a supportive and responsive workplace.

Context

MSF Canada's HR department manages talent across Toronto and Montreal offices, overseeing recruitment, development and retention of office and international mobile staff.

The HR Shared Services (HRSS) Unit streamlines back-office operations for International and HQ units, ensuring efficient HR administration throughout MSF Canada. The team optimizes administrative processes, maintains legal compliance, and delivers exceptional service. Their work includes contract management, policy development, insurance administration, payroll and benefits, HR systems management, performance reporting, and strategic initiatives.

Working alongside MSF Canada's six core departments (Executive Office, Fundraising, Communications, Finance and Administration, Telemedicine, and Human Resources), HRSS acts as a key business partner in achieving organizational goals. The unit embodies MSF Canada's values and vision, supporting both immediate needs and long-term objectives while upholding its commitment as a responsible employer.

Key Responsibilities

- Provide qualitative and effective HR administrative support with a view to fostering positive interactions between employees and the organization, enabling an exceptional employee experience
- In collaboration with other HR managers, regularly evaluate policies and procedures and provide recommendations for changes, allowing MSF to act as a responsible employer
- Lead the HRSS team to provide the first line of response to escalated administrative issues coming from domestic and field staff, ensuring employees' issues and concerns are resolved in a timely, professional, and accurate manner
- Oversee the development of the strategy, planning, and follow-up of the team's work plan, budget, tools and systems, as well as leading, motivating and supporting HRSS team members

Position Specific Responsibilities

Strategic Oversight

- Transform strategic goals into actionable plans; evaluate employee experience to set priorities and develop KPIs aligned with MSF Canada's strategy
- Lead HRSS team's annual planning, including budget, resource allocation, and strategic objectives

- Provide guidance on HR Shared Services and collaborates across organizational levels
- Partner with HR managers on policy development and updates, ensuring legislative compliance and alignment with MSF Canada's vision
- Participate in cross-unit HR meetings to align team objectives with administrative solutions

HR Policies

- Maintain current knowledge of Canadian HR legislation and best practices to ensure compliance
- Review policies regularly, recommending improvements and facilitating team discussions
- Partner with legal counsel on HR documentation and process improvements
- Ensure Accommodations and Accessibility policies comply with AODA and align with EDI statement
- Integrate ethical behaviors and EDI principles into workplace policies

HR and Travel Administration

- Coordinate with Finance to streamline benefits, payroll, and accounting workflows
- Maintain HR process documentation and position manuals
- Manage employee contracting with confidentiality and equity
- Create and updates tools for HR Administrators
- Manage field assignments: work permits, travel, and vaccinations
- Coordinate administrative support with MSF sections and partners
- Handle medical evacuations and insurance claims
- Manage field staff surveys
- Negotiate vendor services for insurance, EAP, mental health, and IT

HR Information Systems

- Manage Ceridian and Hero systems, providing support and improvements
- Maintain employee records per legislation
- Oversee document archiving
- Maintain Data, Monitoring and Reporting
- Manage HR data, including dashboards and annual reporting
- Track staff FTE calculations
- Manage interdepartmental data transfers

Team Leadership

- Manage team of 5 plus project staff through clear objectives
- Develop team through coaching and feedback
- Plan workload and staffing needs
- Conduct regular team meetings
- Create positive environment aligned with MSF Canada Employment Philosophy
- Manage annual planning and budget
- Guide team through organizational changes
- Ensure timely completion of HR initiatives

MSF Transversal Core Competencies

- **Commitment to MSF Principles;** *Proficiency level 1: Demonstrates knowledge of and accepts MSF's principles*
- **Cross-cultural Awareness;** *Proficiency level 3: Demonstrates an integrating attitude, commitment, and awareness to Equity, Diversity, and Inclusion principles, understands and can explain how these principles impact the role, and articulates an understanding of EDI principles/personal commitment to EDI*
- **Leadership;** *Proficiency level 3: Encourages, engages, and motivates people employing different styles appropriately in different situation, and takes responsibility for the end results*

- **People Management and Development;** *Proficiency level 3: Encourages growth and development of team members, offering each an equal opportunity to succeed*
- **Teamwork and Cooperation;** *Proficiency level 3: Strong interpersonal and intercultural management skills*
- **Analytical Thinking;** *Proficiency level 3: Strong analytical, planning and synthesis skills; Able to work independently and exercise balanced judgment*
- **Results and Quality Orientation;** *Proficiency level 3: Excellent organizational skills with meticulous attention to detail; Demonstrates capacity for taking initiative while respecting the decision-making structure within the department*
- **Service Orientation;** *Proficiency level 3: Ability to identify issues and implement creative and strategic solutions to overcome problems*

Knowledge and Experience

- Proven experience leading and developing teams
- Progressive HR experience, specializing in operations and administration
- Strong knowledge of HR practices and employment laws in Ontario and Quebec
- Familiarity and/or experience in recruitment, onboarding, compensation, benefits, performance management, and employee relations
- Strong background in salary structures and benefits program design
- Excellent communicator with proven report writing and presentation skills
- Experience in data analysis, metrics tracking, and statistical analysis
- Track record of implementing organizational policies, procedures, and systems
- Advanced proficiency in HRIS platforms and Microsoft Office Suite, particularly Excel
- Strong project management and problem-solving skills
- Thrives in fast-paced environments while managing multiple priorities
- Preference for candidates with international non-profit and administrative policy experience

Education, Certifications, and Languages

- Training, education, or a combination of training and experience in Human Resources, Business Administration, or a relevant related field
- Fluency in spoken and written English
- Proficiency in spoken and written French

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Flexible hours and hybrid work model (40% in MSF Canada office and up to 60% work from home)
- Office environment is open concept, and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor

Job Information

Position Level: Manager

Department: Human Resources / Shared Services

Position Status: Permanent

Activity Rate: 100 % (37.5 hours/week)

Location: Montreal or Toronto

Salary Grade: Level 16 on the MSF Canada Salary Grid \$87,850

Status: **Must be legally authorized to work in Canada; MSF Canada is not able to support or relocate candidates from outside Canada.**

Benefits: Starting 4 weeks' vacation/year, annual Health Spending Account, annual Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties; MSF Canada has its sole discretion to revise it accordingly.