



Job Description – People and Culture Advisor

The People and Culture Advisor works closely with the entire Engaged team and clients, performing a diverse range of human resources duties, and providing responsive and professional support to various client and organizational projects. Focused on the tactical and day-to-day HR support for organizations, you are also involved in the execution of HR projects and initiatives. This HR work occurs across a variety of sectors and industries, for organizations across Canada in the not-for-profit, public, and private sectors, including both unionized and non-unionized environments. Working both collaboratively and independently, you are developing your HR, consulting, and project management skills. People and Culture Advisors are highly organized and tech-savvy and have the ability to communicate clearly, connect and build trust with clients, and foster positive, constructive and productive relationships through a solution-focused approach.

Reports to: Manager of People Development, or designate

General Duties and Responsibilities

Client Service and Collaboration:

- Provide HR support to Engaged clients, working independently or with a Senior People and Culture Partner, People and Culture Partner, or People Ops Coordinator to deliver tailored solutions
- Analyze HR issues, offering strategic recommendations that address both immediate symptoms and underlying causes, ensuring clear and effective resolutions
- Develop employee handbooks and HR documents, ensuring compliance, accuracy, and alignment with company culture
- Support managers on employee relations issues and prepare related documentation
- Manage the onboarding and offboarding processes, including benefits enrollment, to ensure smooth transitions for employees
- Develop and implement HR systems and processes to improve operational efficiency and consistency
- Administer performance management, providing tools and guidance for employee reviews and development
- Use HRIS programs for tracking and analyzing employee data, such as vacation and PTO
- Lead occupational health and safety initiatives, promoting a safe workplace

- Conduct exit interviews and provide insights to improve employee retention
- Prepare letters and various HR documents, ensuring precision and clarity
- Manage shared email inboxes, prioritizing inquiries and ensuring timely responses
- Provide comprehensive support to client employees, managers, and the Engaged team, delivering solutions to HR-related queries

Recruitment Management

- Manage the recruitment process, including job postings, resume screening, interviews, phone screens, and reference checks, ensuring efficiency throughout
- Guide candidates through the recruitment process, ensuring a positive experience
- Master the Applicant Tracking System (ATS) to streamline recruitment workflows and ensure seamless processes
- Source candidates where possible to build a talent pool for current and future roles
- Communicate regularly with Engaged team members and clients, providing updates and ensuring confidence in the recruitment process
- Use effective time management to balance multiple recruitments and meet deadlines

Project Management

- Execute project tasks, including developing project plans, managing hours, and tracking timelines to meet project goals within scope and budget
- Maintain long-term client relationships, serving as a project manager and ensuring projects deliver measurable results
- Manage client expectations by regularly communicating progress and addressing critical project elements

Internal Support

- Assist in creating Engaged templates, resources, and procedures to support efficient internal operations
- Participate in internal Engaged projects as needed, offering support to ensure success
- May participate in Engaged committees such as Health and Wellness, Diversity Equity and Inclusion, or the Social Committee, contributing to internal culture and employee engagement

The list of duties and responsibilities described above is not intended to be all-inclusive and may be expanded/modified from time to time as required by the organization's needs.

Skills and Qualifications

- Post-secondary educated, preferably from an HR or business program
- CPHR or equivalent designation or are working towards obtaining
- At least 2 years of broad HR experience in an HR department or experience in one or more specialized areas of HR, such as recruitment
- Experience with a variety of technologies including SharePoint, HRIS systems, Applicant Tracking Systems, and extensive experience with Microsoft Office; you embrace technology and leverage it in all that you do

Personal Attributes

- Energy, discipline, and a drive for success with a desire to learn
- A desire to take responsibility for your part in the work and always look for ways to help others
- Exceptionally organized, detail-oriented, self-motivated, and client-focused
- Highly adaptable and have a high tolerance for ambiguity
- You can juggle many tasks and still stay on top of everything; in fact, you are always one step ahead
- You are a critical thinker with strong written and verbal communication skills
- Client-focused with strong interpersonal and relationship-building skills
- Team-oriented, collaborative, and always looking for ways to help others
- Ability to work under tight deadlines and juggle multiple competing priorities
- You like to laugh, have fun, and to work in partnership with your team!

Working Conditions

- This is a work-from-home position. We regularly create opportunities to connect as a team in Victoria, BC
- Limited travel may be required to be in person at the Engaged office or client workplaces
- We work with many not-for-profit organizations that have volunteer boards that meet outside of regular office hours. Some evening work, Monday – Friday, may be required to accommodate this

This job description may change at the discretion of Engaged.