

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2026-18**

<b>POSITION TITLE:</b> Manager, Human Resources Systems and Reporting	
<b>DEPARTMENT:</b> Human Resources	<b>STATUS:</b> Regular Full-time, Non-Bargaining Unit
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> VP, People, Talent & Culture	<b>ANNUAL SALARY:</b> \$78,872.00
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Manager Human Resources Systems and Reporting (Manager) reports directly to the Vice President People Talent and Culture (VP). They lead and manage the team responsible for all facets of HR Information Systems Admin and Reporting across the organization and support the senior leaders in the Human Resources department in matters relating to employee relations, labour relations, systems & metrics, performance appraisal cycle, and health and safety. There are over 1200 staff from multiple disciplines across more than 50 programs and 32 locations at The Neighbourhood Group Community Services (TNGCS).

The Manager assists the VP to implement the overall systems management and reporting strategy. The incumbent fosters a strong partnership with Managers across the organization. They provide support to management to ensure the best alignment of the systems and reporting needs of the function or location, builds the plan then executes on those plans with the service and/or program area lead. The incumbent is expected to provide a high level of customer service to all parties. The Manager is expected to foster a respectful and positive relationship with the Union and all staff, as a representative of the Human Resources Department and of TNGCS's Mission and Values.

### MAJOR DUTIES:

#### Lead HR Systems/Metrics

- Lead the maintenance of the Human Resources Information System (HRIS) with vendor and as subject matter expert, maintain backend of the system e.g. job codes, payroll systems, policies, terminations, etc. Inform finance and other departments of changes as applicable.
- Develop, execute, and monitor use of the HRIS. Train HR team, frontline, and managers (all staff).
- Provide HR metrics and reports as required for TNGCS (including surveys, tracking of hiring letters, probation, training, and development, performance appraisals, comp time, terminations, leaves of absence, vacation, etc.)
- Recommend changes/additions to metrics; identifying trends and analyzing results as required to support goals of HR department.

#### Recruitment/Onboarding/Orientation

- Ensure HR systems, reports and metrics support all recruitment/onboarding/orientation activities.
- Work closely with Manager Recruitment to collect data related to the measurement of success of the recruitment strategies, onboarding strategies, and orientation process of staff. Suggest areas for process improvement to the VP.

#### Support Employee Relations

- Provide employee relations support to program and services areas across TNGCS.
- Provide input to, and support implementation of HR strategies, policies, and procedures.
- Support the performance appraisal cycle to ensure completion and proactive management of issues.
- Ensure workplace is free from discrimination and harassment; assist managers and employees in effective conflict resolution.
- Advise and support managers regarding performance management and disciplinary procedures.
- Collect data on the support provided to staff from an employee relations perspective and monitor for trends. Report to the VP and suggest possible areas for improvement.

#### Support Labour Relations

- Provide subject matter expertise to Managers on labour relation and employee relation matters.
- Counsel on the interpretation, administration, and application on Collective Agreements.
- Support the VP in the collective bargaining process; acting as subject matter expert on impact of CA on systems and reporting.

#### Support Health and Safety

- Maintain knowledge of current Health & Safety legislation.

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement. This posting is for an existing vacancy.

- Develop education sessions for staff. Ensure staff are kept up to date with changes in policies, public health, etc.
- Other duties as assigned

## REQUIREMENTS & QUALIFICATIONS

- Post-secondary diploma or degree in Human Resources Management, business, or related discipline.
- CHRL certification or equivalent, completed or in progress required.
- Joint Health and Safety Committee certification is an asset.
- At least five (5) years proven experience in HR along with a minimum of three (3) as a supervisor/leader of a team preferably in a health care or community services environment.
- Knowledge and experience in a wide range of HR policies, practices, and trends and the ability to leverage technology to improve HR outcomes.
- Experience developing systems strategies. Deep understanding of systems best practices.
- Experience in HRIS implementation and overseeing system maintenance.
- Labour Relations experience in a unionized environment, with an emphasis on significant multi-site collective agreement locations.
- Demonstrated knowledge/experience of supporting collective agreement negotiations.
- Strong knowledge/experience with interpretation of collective agreements.
- Demonstrated knowledge/experience with Payroll and benefits administration is an asset.
- Highly skilled in Microsoft Office (Excel, Teams, Word, Power Point).
- Experience with HRIS; ADP is preferred.
- Demonstrated ability to provide advice and counsel to an organization while using ability to influence.
- Broad knowledge of employment legislation: Labour Relations Act, Occupational Health & Safety Act, Workplace Safety and Insurance Act, Human Rights Code, Employment Standards Act, etc.
- Commitment and understanding of decent work values.
- Excellent listening, written and verbal communication skills with the ability to concisely document recommendations and related information.
- Demonstrated experience in being innovative, taking initiative, and being proactive.
- Strong consultation/facilitation, analytical, communication and strategic thinking skills are required.
- High sense of urgency to deliver results and meet deadlines along with attention to detail and accuracy.
- High level of integrity, credibility; ability to maintain confidentiality and effectively handle sensitive issues.
- High level of emotional intelligence. Ability to work collaboratively and with high professional standards for customer service and conflict resolution.
- Ability to speak another language reflective of communities served by TNGCS is an asset.
- Must take time to ensure information is accurate as data input directly impacts pay; and in accordance with applicable collective agreements and policies.
- Multiple competing demands with deadlines.
- Must be able to prioritize most urgent of the “most urgent”.

**To apply, submit your resume with “TNG2026-18” in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**