

Job Posting

Position: Talent & Administration Manager

Status: Full-time, Permanent

Reports to: Chief Operating Officer

Last Updated: December 17, 2018

Summary

Under the direction of the Chief Operating Officer, the ideal candidate will be an effective change agent, proud mentor, and effective communicator. Possessing strong emotional quotient (EQ) and leadership skills, the Talent & Administration Manager will achieve objectives by actively engaging various members of the organization at key times.

The Talent & Administration Manager's dual role will be a challenge that inspires them: Working with senior admin to contribute to and implement firm-wide objectives as well as managing the day-to-day operations associated with personnel management, HR, facilities, IT, and procurement. This key position in our organization will be occupied by a leader who has the capacity to think strategically but has the passion and know-how to be effective "on the ground".

Main Duties and Responsibilities

The Talent & Administration Manager performs a wide range of responsibilities, including the following:

Human Resources

- Develop our employment brand: lead development of HR strategies and marketing collateral;
- Drive full cycle recruitment for all support staff, legal students, and lawyers;
- Foster new employee experience: orientation, training and knowledge transfer, new user setup, etc.;
- Cultivate a culture of "service" through employee engagement;
- Team Lead for administrative support positions: cultivate culture of performance, and normalize feedback; coach and develop individual team members;
- Manage Wellness program: facilitate assessment process; source guest speakers; liaise with external service providers and vendors;
- Oversight for all firm-wide team building and staff events;
- Ensure compliance with Ministry of Labour: chair Health & Safety committee; lead organizational training initiatives;

- Payroll processing: bi-weekly completion of organizational payroll (including but not limited to RRSP Contributions, Debit Memos, hourly staff, overtime, etc.); manage database of record for all support staff leave balances; Ceridian Dayforce and Powerpay super-user;
- Upload and maintain Health Benefits database with external service providers;
- Research and report on market data regarding trends, including compensation.

Information Technology

- Lead relationship with external IT provider;
- Working in collaboration with IT provider, develop and implement IT strategy;
- Oversight for IT budget; tech procurement;
- Develop and implement policies re: tech equipment and data security.

Facilities

- Maintain relationship with building owners and property management;
- Main point of contact for security services;
- Lead all space renovation activities;
- Follow-up on regular maintenance and compliance issues;
- Liaise with external service providers and vendors (HVAC, Cleaners, etc.); furniture procurement.

Administration

- Ensure Legislative compliance for Law Society of Ontario; facilitate annual and quarterly report submissions; quarterly and annual fees submissions;
- Draft, implement, publish, and maintain operational policies and procedures;
- Lead Litigation workflow and resources; Super user for Accelerated Civil Litigation (ACL);
- Identify and integrate workflow improvement initiatives;
- Other administrative responsibilities as required.

Knowledge and Skills

The ideal candidate should possess most or all of the following knowledge and skills:

- Proven interpersonal and communication skills;
- Strong team and individual coaching skills;
- Demonstrated experience managing projects, from inception to implementation;
- Confident with data analysis and the use of various performance metrics;
- Adaptable and comfortable working with ambiguity;
- Assured working within a culture of “service”;
- Quick and solution-focused responder;
- Active LinkedIn member and confident with the use of social media.

Mandatory Requirements

- University degree in Business Administration, Operations Management, or other relevant field;
- Minimum 3 full years of full-time experience as an Administrative Manager/Leader or similar role; preferably in professional services environment;
- CHRP would be considered an asset;
- Bilingualism (English and French) required.

*Letter of intent required.