

UHR Service Delivery Senior HR Partner

How the Senior HR Partner Supports Campus Clients

- Develops and maintains client relationships at division head, dean, vice president and associate vice president levels.
- Provides consultation and guidance on complex talent strategies, practices, and employment issues.
- Creates alignment across service teams and ensures consistent client support.
- Deploys UHR policies, programs and practices while serving as:
 - Liaison between UHR and client
 - Escalation point on UHR Delivery client outreach and staff activities to support human capital needs
- Ensures Workday and ServiceNow understanding and utilization by service teams and client.

UHR Delivery Directory:
<https://hr.iastate.edu/directory>

Responsibilities

Delivery Strategy

- Leads service teams in alignment with UHR mission, vision and values.
- Ensures knowledge of and compliance with university and UHR policies and procedures, as well as compliance with all applicable handbooks, employment laws and regulations.
- Provides input and feedback to Central UHR functions on strategies and initiatives to support broader campus needs.

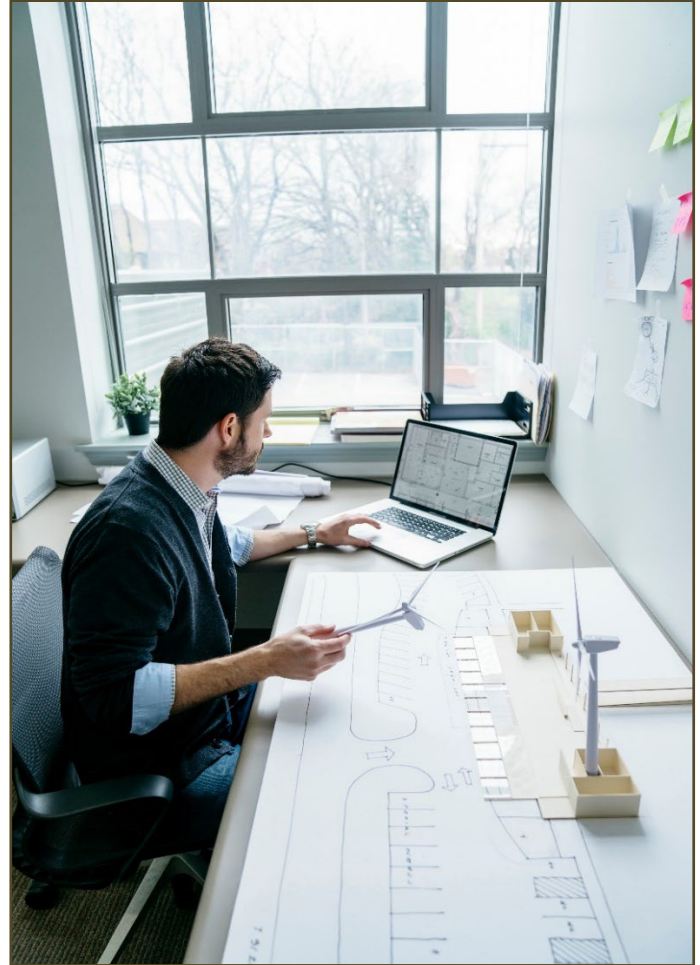


People

- Drives continued development of UHR Delivery staff with focus on talent management, people learning, role alignment and client support.
- Drives continuous improvement and change management for UHR Delivery across service delivery teams.

Process

- Supports Central UHR (for staff) and Provost (for faculty) programs to operationalize for UHR Delivery execution.
- Provides direction to UHR Delivery staff on standard operating procedures and guidelines while advising Central UHR functions on process and guideline improvements.
- Monitors UHR Delivery performance metrics and conducts Workday data auditing, deploying strategies for improvement.
- Translates HR campus-facing work to relevant job aids and training for UHR Delivery staff.
- Facilitates process documentation across UHR Delivery to ensure understanding and consistency, as well as identify potential process improvements.



Technology

- Supports campus adoption of and adherence to Human Capital Management (HCM) business processes and dashboards/reports in Workday.
- Leverages training platforms to:
 - Develop and deliver appropriate training for UHR Delivery staff.
 - Instruct supervisors and employees on human capital and management matters.
- Ensures data integrity and protection through proper use by UHR Delivery staff.
- Leverages the [HR Portal](#) to organize, provide and share processes and information with UHR Delivery staff.

UHR Service Delivery HR Partner

How the HR Partner Supports Campus Clients

- Develops and maintains client relationships at dean, associate dean, vice president, associate vice president, management, faculty and staff levels.
- Provides consultation and guidance on ISU employment policies, programs and practices, with focus on:
 - Employee rewards and retention
 - Employee and supervisor development and counseling
 - Communication of UHR policy, initiatives and programs
 - Employee leave management and workplace accommodations
 - Workforce and position planning
 - Workforce data, information and analytics

Contact your HR Partner for support on any of the talent or employee needs listed in this document.

UHR Delivery Directory:
<https://hr.iastate.edu/directory>

Responsibilities

HR Planning, Practices and Strategies

- Deploys and trains college/subdivisions on HR programs and policies.
- Supports college/subdivision leaders in meeting the overall HR strategic plan for ISU and local human capital strategies.
- Collaborates with UHR on critical workforce planning trends and needs on behalf of the college/subdivision/department.
- Advises college/subdivisions on university human capital policies, supporting the effective resolution of college/subdivision needs and issues.
- Resolves complex HR questions and issues escalated from HR Coordinators and other sources.
- Champions process improvement/change management initiatives to drive operational excellence, enabling the organization to adapt to and adopt change by communicating effectively with stakeholders, building awareness and desire for change among impacted employees and reinforcing the change as it is operationalized.
- Manages UHR Delivery staff, including onboarding, training, professional development, etc.

Reward and Retain Employees

- Consults with unit leadership regarding salary policy and process for increases.
- Conducts analysis to ensure pay aligns with compensation structure, compensation grade, and established guidelines/policy.
- Reviews, verifies and approves compensation changes within approved thresholds.
- Partners with Central UHR to maintain knowledge of cross-functional and cross-process implications.
- Communicates and coordinates with Central UHR for internal equity pay changes or one-time payments.
- Maintains working knowledge of all applicable pay policies and procedures.

Develop and Counsel Employees

- Provides consultation on the employee performance review process.
- Proactively consults with managers on career development options for their employees.
- Trains units on performance management procedures.
- Provides consultation to units on employee performance improvement plans.
- Leverages employee relations tools, processes and policies created by Central UHR.
- Provides guidance on grievance process in consultation with UHR Employee and Labor Relations team.
- Develops investigation plans and conducts employee investigations in consultation and coordination with UHR Employee and Labor Relations team.
- Supports supervisors and leaders on employee disciplinary action in consultation and coordination with UHR Employee and Labor Relations team.

Employee HR Communication

- Disseminates and explains HR communications to employees and supervisors on policy, processes and strategy changes.
- Answers questions related to university and UHR policies, initiatives and programs.
- References or suggests UHR communication adjustments for greater relevance to client base.

Disability Management/Accommodation Assistance

- Assists with referring managers and employees to central leave and accommodation coordinators for employee requests.
- Assists Central UHR disability/leave team interactive dialogue with employees and supervisors in employee leave and accommodation determination.



Workforce Planning

- Works with college/subdivision leadership to identify roles that are key to driving success toward the college/subdivision's mission and annual goals.
- Identifies gaps in the college/subdivision talent pool based on identified key roles and partners with leadership to develop specific action plans to address gaps.
- Helps department develop workforce planning proposals for Central UHR review (Talent Acquisition for staffing needs, Employee and Labor Relations for reorganizations, etc.).
- Partners with local department to identify local resources for student employee and graduate assistant hiring/appointments and timekeeping.
- Reviews and approves terminations, promotions, demotions, special assignments, business title changes and voluntary terminations in consultation with appropriate UHR resources.
- Ensures compliance with employment law and policy (FLSA, timekeeping, leave, etc.)
- Partners with client and Central UHR to implement reductions in force.

Employee Information and Analytics

- Reviews ISU workforce data with local leadership to identify trends and problem areas for workforce planning.
- Supports leadership use of Workday and process approvals by assisting in establishing Workday delegations and notifications.
- Provides feedback to UHR regarding Workday business processes, reports and analytics.
- Maintains working knowledge of all applicable policies and procedures to effectively manage Workday HCM transactions.

UHR Service Delivery HR Coordinator

How the HR Coordinator Supports Campus Clients

- Develops and maintains client relationships to staff, faculty and immediate supervisor.
- Provides consultation and guidance on ISU employment policies, programs and practices, with focus on individual employee transactions related to:
 - Rewarding and retaining employees
 - Developing and counseling employees
 - Communication of UHR policies, initiatives, and programs
 - Supporting supervisors and employees on leave of absence, disability management and workplace accommodation
 - Staff and position planning
 - Employee information and analytics

Contact your HR Coordinator for support on talent or employee needs listed in this document.

UHR Delivery Directory:
<https://hr.iastate.edu/directory>

Responsibilities

HR Planning, Practices and Strategies

- Fields questions on HR practices and strategies; connects customers with or assigns issues to appropriate UHR functions.
- Identifies and diagnoses basic organizational issues from frontline activity and works with HR Partner to develop practical solutions and implement action plans to ensure consistency in delivery.
- Applies critical thinking to escalate issues appropriately to subsequent levels of leadership.

Reward and Retain Employees

- Conducts salary analysis to support managers when preparing pay decisions. Elevates to HR Partner as appropriate.
- Checks pay rate request against compensation structure, compensation grade and established guidelines/policy.
- Facilitates approvals and processes salary increase and awards.
- Completes final steps of transactions that have gone through prior levels of approval.
- Maintains working knowledge of all applicable policies and procedures to effectively complete transactions.



Employee Information and Analytics

- Collects, audits, reviews and maintains employee data to support accurate reporting.
- Facilitates needed management reports to department chairs and leaders.
- Initiates and approves Workday transactions related to organizations, positions and workers.
- Maintains integrity of Supervisory Organization structures in Workday.

Develop and Counsel Employees

- Advises leaders with coaching, guidance and policy interpretation to ensure legal compliance with fair and consistent management decisions.
- Models organizational values and translates strategic objectives into actionable items that inspire others to be their best.
- Tracks completion of performance reviews and provides reports to college/subdivision leadership.
- Provides support to HR Partner and UHR Employee and Labor Relations team on employee appeals to disciplinary action, including employee grievances and appeals.
- Assists supervisors with unsatisfactory employee performance reviews and completion of performance improvement plans.
- Conducts employee investigations in consultation and coordination with HR Partner and UHR Employee and Labor Relations team.
- Counsels managers and employees on development and advancement opportunities.
- Supports the creation and development of learning resources for employees.
- Leverages employee relations tools, processes and policies created by Central UHR.

Leave of Absence, Disability Management and Workplace Accommodation Assistance

- Assists with referring managers and employees to central leave and accommodation coordinators for employee requests.
- Completes monthly review of employees on leave of absence to ensure employees' time is appropriately accounted for and they are paid correctly.
- Refers and escalates complex leave, disability accommodation, and workers' compensation issues to HR Partner.

Staffing

- Creates and manages positions in Workday for supported organizations, including, but not limited to, assigning correct classification, evaluating essential physical functions, reviewing and supporting processes related to licensures and certifications, and assigning correct custom organizations.
- Works with managers to develop and manage Position Description and Responsibility (PDR) statements to ensure employees understand expectations of a particular position.
- Works with managers to implement specific departmental staffing actions in the context of the college or subdivision's existing workforce plan.
- Collaborates with UHR Talent Acquisition to fill vacated staff positions.
- Follows academic units' processes for recruiting and filling faculty positions.
- Supports HR Partner in formal reorganization processes.
- Collaborates with the International Scholars and Students Office and assists with employee immigration requests for new employees and renewals for existing employees.
- Works with managers to process renewals for term staff and faculty agreements.
- Initiates Workday business processes, approves employee data changes and ensures data integrity of employee information contained in Workday.
- Processes academic and/or administrative appointments and compensation.
- Maintains working knowledge of all applicable policies and procedures to effectively complete Workday transactions.