

Leaders

INTERNATIONAL

Executive Search

VANCOUVER

EDMONTON

CALGARY

SASKATOON

WINNIPEG

TORONTO

OTTAWA

MONTREAL



OPPORTUNITY PROFILE

Chief Human Resources Officer



The City of Calgary

Calgary is located in Treaty 7, the traditional territory of the Blackfoot people. The confluence of the Bow and Elbow Rivers was the gathering place for indigenous peoples for thousands of years. In the late 1800s, Fort Calgary was constructed, and the municipality began.

Calgary is a place where people come to collaborate, to cooperate and to build together towards a better life.

By the numbers

Calgary is the third largest municipality in Canada, serving 1.3 million people.

Calgary's population is:

- diverse, with citizens speaking over 120 different languages.
- younger than in other Canadian cities (average age of 37.6)
- growing – thousands of new people arrive annually from across Canada and the world.

A great place to make a living, a great place to make a life

Calgary is one of the most liveable cities on the planet. The City has an excellent quality of life, low taxes and terrific access to nature on our back doorstep.

The City of Calgary is part of that success story; we're thousands of Calgarians serving the city we live in, the city we love.

We're building Calgary's future by making smart changes today.

For more information on Calgary and what it has to offer please see:

www.calgary.ca

www.calgaryeconomicdevelopment.com

www.lifeincalgary.ca



The Organization

www.calgary.ca

The City's 15,000 employees deliver the services and run the programs that help make Calgary a great place to make a living and a great place to make a life. Civic leadership is actively engaged in building an inclusive public service environment where employees with diverse backgrounds, varied personalities, skills and experiences work together to provide exceptional municipal public service.

Unified by a commitment to the common purpose of making life better every day, City of Calgary employees live out our **One City, One Voice** corporate culture in daily interactions with customers, citizens and each other. The shared values of individual responsibility and collective accountability define employee behaviours against the essential qualities of the organization, called the [4Cs: Character, Competence, Commitment and Collaboration](#).

The City of Calgary, as an organization, has a culture that encourages innovation and collaboration and is committed to help employees grow and thrive in their career. The City offers flexible work arrangements, as well as competitive wages, pension and benefits. The City welcomes individuals who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation, which will assist them to expand their capacity for diversity in the broadest sense. Applications are encouraged from members of groups that are historically disadvantaged and marginalized.



As Calgary continues its evolution, The City's structure has realigned to a functional model. More information about this organizational realignment will be shared through the recruitment process.

Human Resources Calgary

Their team of professionals and experts in multiple human resource disciplines develop, deliver, and implement HR programs and services that strengthen and shape the workplace and inspire a proud and engaged workforce through fostering an inclusive, safe and respectful workplace.

As an enabling service, HR assists City leaders and employees as they make life better every day for Calgarians. Respecting privacy and confidentiality, this service line provides high quality, ethical, inclusive and professional HR services to their customers in a consistent, accurate, timely and reliable manner. Human Resources continuously seeks ways to improve value for the cost of the service, while contributing to the effective execution of Council's strategic direction.

The Human Resources team delivers key services to meet customer needs and to foster an engaged, healthy and productive workplace. These services include recruitment, learning and development, labour relations, payroll, compensation, benefits and wellness services, business advisory and organizational development consulting, technology, and data analytics services to inform business decisions.

Human Resources is always there to provide its expertise and knowledge to support leaders and employees. In working with our interested parties, we can continue to build a respectful, psychologically safe organization that encourages person and professional growth.

The Role: Chief Human Resources Officer

The Chief Human Resources Officer (CHRO), supported by the HR management team, has overall responsibility for attracting talent, developing people, and engaging employees. The position provides strategic and operational leadership at a corporate level on a broad range of human resource issues and is responsible for ensuring that HR policies and programs are developed to align with The City's business goals and objectives, including advancing initiatives related to equity, diversity, inclusion and belonging. HR is focused on supporting employees' health, engagement, productivity, and career journey as well as organization development, labour relations and pay services.

Reporting to the General Manager, People Innovation & Collaboration Services, the CHRO will work with department leadership to lead cultural transformation within Human Resources and the organization to support the Executive Leadership Team vision of The City being an employer of choice.

As a member of the Senior Management Team, you will be expected to foster an inclusive leadership approach that promotes equity, diversity, and inclusion, anti-racism, Truth & Reconciliation as well as psychological and physical safety. As a strategic thinker, you will possess political acumen and have experience in leading transformational change and enabling innovation.

The following report into this role:

- Manager, Total Rewards & Healthy Workplace
- Managers (2), People & Culture
- Manager, Talent Management
- Manager, Pay & Client Services
- Manager, Business Advisory Services
- Manager, Labour Relations
- Leaders (2), Respectful Workplace
- Executive Advisor

Key Responsibilities

- Lead the HR management team, providing direction and executive oversight for the delivery of quality HR programs to the corporation.
- Deliver Human Resource outcomes pertaining to Council approved service plans and budgets.
- Further The City's competitive approach to talent acquisition and management.
- Support organizational realignment implementation with a focus on the employee experience.
- Create and inspire partnerships with internal and external clients, including Council, Executive Leadership Team, Senior Management Team and others.
- Identify emerging HR issues and trends, and leverage collaborative partnerships to develop and implement proactive human resources strategies aligned with corporate business goals.



- Champion innovative practices, policies and create inspiring conditions for cultural change within Human Resources.
- Act as an advisor to senior management with regards to complex organizational human resources issues, analyzing the situations and developing action plans and programs.

The Person

The ideal candidate will demonstrate the following qualifications and competencies:

- A Masters in Business Administration (MBA) or Degree in a complementary field with at least ten years of progressively responsible management experience within various HR fields in a complex organization. Equivalent combinations of experience and education may be considered. A professional designation and public sector experience, particularly municipal government experience in a large, multi-union environment, are preferred assets.
- This position requires solid strategic leadership, management capability and the ability to build relationships to achieve results that are aligned with organizational goals. Aligning with City corporate values, you will have demonstrated strategic thinking abilities, change management skills, exceptional communication skills, a focus on customer service, and the ability to create collaborative working environments which empower others to make sound decisions.

Knowledge, Skills and Abilities:

The successful applicant will bring the following attributes to the role:

Leadership Skills – A strong participative management style and an ability to be an advocate of open, honest, and consistent communication amongst people. Someone for whom “walk-the-talk” has importance in their value system, and someone who can encourage positive feedback to staff.

MAKING LIFE BETTER EVERY DAY FOR EVERYONE

Proud to be inclusive



Team Player/Builder/Coach – Ability to establish and maintain effective, positive relationships both internally and externally. A professional who is approachable at all levels of the organization and who is committed to developing colleagues to their highest potential.

People Person – Proven ability to work with people in a positive and motivational manner. Excellent interpersonal skills with a personable, empathetic style.

Visionary – Proven ability to understand and interpret trends in a complex human resource environment. A strategic thinker and planner who can bring out the best in people and who can help to develop new programs and expand existing programs, as well as evaluate the effectiveness of ongoing programs.

Professional – A respected professional with excellent problem-solving skills. Will have a strong commitment to the City, its partners and interested parties. The CHRO will have a results-oriented business approach but will never lose sight of the commitment to the way that Human Resources adds value to the organization. This person will be a role model inside and outside the organization.

Communication – Strong oral and written communication skills. Will establish and promote open and honest communication throughout the organization with strong presentation and public relations skills; will be an active listener and will possess a clear and concise writing style. Will undertake public speaking opportunities when appropriate in order to heighten awareness, or to be an advocate for the City. Will be comfortable communicating internally and externally using multiple channels to communicate effectively.

Negotiation – A diplomatic and effective negotiator who works systematically towards win-win solutions on all internal and external matters. A balanced style and a consensus builder who understands business, but recognizes the ultimate objective is to provide care to clients.

Commitment to Diversity and Inclusion

The City of Calgary values diversity of expertise, talent and opinion which creates an innovative and collaborative environment. They are committed to a respectful and inclusive workplace and welcome applications from all qualified individuals. For information about the City of Calgary's Commitment to Diversity and Inclusion please go to: [Diversity & Inclusion](#).

Express Your Enthusiasm for This Role

If you are committed to public service, enjoy collaborating with others, share The City's [values](#), and have a desire to learn and grow, join The City of Calgary. City employees operate the facilities, deliver the services, and run the programs which make a difference in our community. The City supports work-life balance and offers competitive wages, pension and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

All interested candidates, including current employees of the City of Calgary, are encouraged to apply. Email a convincing cover letter and tailored resume (PDF or Word document only) to **Allan Nelson or Laura Youngberg** at calgary@leadersinternational.com indicating the job title in the subject line of the email.

Leaders International Executive Search
www.leadersinternational.com