



aramark

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OPPORTUNITY PROFILE

Director, Human Resources, Remote Services

ABOUT ARAMARK CANADA

At Aramark Canada, our people are important to us. Our 14,000+ team members coast to coast deliver experiences that enrich and nourish thousands of lives every day through innovative services in food, facilities and uniforms. To show our employees how much we appreciate their efforts, we do everything we can to make sure they feel included, supported and encouraged. Aramark Canada proudly partners with world class post-secondary institutions, world renowned hospitals, major league sports venues and leading global businesses. As part of a global team that spans 19 countries and has over 270,000 team members; we strive to achieve a safe, diverse and inclusive workforce that our employees can be proud of.

Here at Aramark, providing exceptional service to our customers and clients is just the start. We are rooted in our Hospitality culture, so when we interact with millions of people and communities across the globe, we strive to ensure we're serving them with integrity, respect and in the most responsible way possible.

Every day, we work to develop innovative product and service solutions that put our social responsibility goals into action. We focus our energies on initiatives that support our diverse workforce, protect our environment, advance consumer health and wellness and strengthen our communities.

VISION - Our vision is to be the most admired employer and trusted hospitality partner.

MISSION - Because we're rooted in service, we do great things for our people, our partners, our communities, and our planet.

VALUES

- We do everything with integrity.
- We deliver on our commitments.
- We respect diversity and appreciate differences.
- We're passionate about everything we do.

THE OPPORTUNITY

The Director, Human Resources, Remote Services is a seasoned Business Partner role that provides HR leadership across the Remote Services Line of Business Aramark Canada. This position is responsible for working collaboratively to drive business performance by providing strategic direction, coaching and development to operations leaders on all people matters.

The Director, HR Remote Services will have a Remote HR team reporting to them. The position will report directly to the Vice President, Human Resources, Aramark Canada and a dotted line reporting to the Regional Vice President on Remote Services.

The successful candidate will partner with operations leadership to deliver initiatives that strengthen organizational capabilities in talent management, leadership development, organizational design, culture, engagement, change management, training and employee relations.

As a member of Canada's HR leadership team, the Director is responsible for driving HR transformation and Centre of Excellence initiatives within their respective region / Line of Business. This role requires a proven ability to develop and articulate clear and compelling HR strategies in a performance driven culture. Strong organizational and influencing skills are necessary, to effectively translate these strategies into actionable initiatives that can be implemented across many sites. The successful candidate will be a natural leader, contemporary thinker with high energy, who can influence, inspire and motivate others.

This position supports all the Remote Services work and will require significant travel (approx. 30-40%). The candidate can be based anywhere there is a major airport, but being located in Alberta would be preferred.

KEY ROLES & RESPONSIBILITIES

- Develop and execute HR strategies that attract, develop and engage talent in a performance driven culture.
- Provide HR leadership to and develop a team field human resources professionals and a Corporate HR Manager.
- Talent Management - Leads People and Succession Planning process.
- Organizational design and optimization.
- Develop regional HR priorities and build plans that align to business scorecards.
- Coach and develop leader capability on employee relations, performance management, goal planning and engagement.
- Activate HR programs in the region including onboarding, learning curriculum, performance management, compliance, retention, total rewards, recognition, health and safety.
- Educate leaders and build process that ensures policy and legislative compliance.
- Build and nurture strong working relationships with the regional leadership team and local operations teams through regular district/site visits providing coaching to front line management teams.
- Partners with the Growth team on developing new business-people strategies and the mobilization of new accounts.
- Oversees external Talent Acquisition activity for the region, supporting recruitment initiatives and ensuring strong talent pipeline.
- Manage employee relations and employment legal matters.
- Partner with the Indigenous Relations Director to progress the Indigenous Relations Strategy and Partnerships with the Remote Services organization and within Aramark Canada.

THE PERSON

QUALIFICATIONS & EDUCATION REQUIREMENTS

- Bachelor degree required. Masters degree would be preferred. CPHR designation is an asset.
- Minimum 10+ years of progressive HR experience, both as generalist and business partner.
- Bilingualism in spoken and written French would be considered an asset.
- Proven leadership success within a top-tier Human Resources function in a large complex organization with multiple markets and multi-site responsibility supporting a large employee population. Previous experience managing and leading Remote Services work is necessary to fully appreciate the scope.
- Experience working with and recruiting employees based in remote and isolated communities.
- Ability to influence, lead change and role model our Aramark values and positive behaviors that drive business performance.
- Skilled at simplifying complex matters and navigating in a matrixed, complex fast paced, team-based environment.
- Excellent planning and organizational skills; strong qualitative and quantitative analytical skills.

- Strong verbal and written communication skills. Particularly must be a great listener that is able to synthesize information and get to the root of an issue.
- Comfort in front of large audiences and dynamic presentation skills for audiences at all levels of the organization.
- Authentic, confident, positive, results oriented and highly accountable with unquestioned integrity.
- Experience in labour relations and positive employee relations.
- Knowledge of Employment Legislation.

KNOWLEDGE, SKILLS & ATTRIBUTES

Leadership—Achieves desired organizational results by encouraging and supporting the contribution of others; a proactive and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.

Adaptability—Ability to adjust to changing environment, new challenges and priorities accordingly.

Strategic—Develops and implements a plan in support of organizational strategic direction. Demonstrates an understanding of the link between job responsibilities and overall organizational goals and needs and performs one's job with the broader goals in mind. Has a big picture orientation and can deliver on objectives.

Business Acumen—Possesses a keen business sense for financial, operational, and personnel matters. Develops new ideas and moves them forward. Utilizes all the resources available and involves other members of the team as necessary to get the job done. Creative and takes advantage of opportunities, while recognizing the necessity of working within limited resources.

Relationship Building—Ability to develop and maintain positive and productive relationships and partnerships with organizations and individuals both internal and external.

Personal Management Skills—Demonstrates self-confidence and interpersonal flexibility, perseverance and integrity. Establishes and monitors achievement of performance measures as a basis of effective management.

Problem Solving & Judgment—Ability to assess options and implications to identify problems and solutions. Ability to make decisions and provide direction on complex and emerging issues that may have political, community, or administrative implications.

Analytical/Critical Thinking—Demonstrates a breadth of knowledge about practical and specialized procedures. Possesses the ability to conceptualize and comprehend situations by breaking them down into components and identifying key issues; analyzes problems in context of organizational goals, risk management and relates to ensure the validity or accuracy of arriving at conclusions. Strong ability to analyze complex information and data and develop and deliver solutions and recommendations.

Integrity and Honesty—Demonstrates a resolute commitment to and respect for the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Influential and Collaborative—Has an honest, open, consistent approach to working with others; possesses strong relationship and interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining stakeholder agreement.

Communication Skills—Open and straightforward style with all audiences; can effectively communicate with all stakeholders and is candid and respectful with everyone. Possesses strong written and verbal communication skills and presentation abilities.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR INFORMATION PLEASE CONTACT:

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