# Manager – Organization Development

Organizational Effectiveness & People Operations

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| **Organization** | First Nation of Na-Cho Nyäk Dun (FNNND / NND) |
| **Department** | People & Capacity Building |
| **Reports to** | Director, People & Capacity Building |
| **Direct reports** | None |
| **Location** | Mayo, Yukon |
| **Employment type** | Full-time, permanent [Two year term initially] |
| **Classification / pay band** | To be determined under NND's job evaluation and compensation framework |
| **Job code / Date prepared** | |

## 1. Position Purpose

The Manager Organization Development turns HR plans into completed work. The position is the hands-on engine of the People & Capacity Building department: it builds the organizational and workforce baseline, supports restructuring, lands the UKG Ready implementation, runs the performance and engagement cycles, and gives managers practical, defensible employee relations support.

The role exists to ensure that NND's structure, staffing and people processes are accurate, data-driven and consistently applied, so that departments can deliver services to citizens with the right people, in the right roles, using reliable systems. The role works independently within delegated authority, escalates high-risk matters promptly, and conducts all work with respect for the culture, values, traditions and self-governing authority of the First Nation of Na-Cho Nyäk Dun.

## 2. Scope & Key Interfaces

### Internal

- Director, People & Capacity Building (direction, approvals, escalation)
- Department heads, managers and supervisors (consultation, advice, data validation)
- Finance and Payroll (position control, budget reconciliation, payroll data in UKG)
- IT (access, security, integrations)
- Employees (training, surveys, case support)

### External

- UKG Ready vendor and implementation consultants
- External legal counsel, investigators and specialist advisors, via the Director
- Government and funding partners, where HR reporting is required (via the Director)

## 3. Key Accountabilities

*Time allocation is indicative and will shift with project cycles (for example, UKG go-live and PMS year-end).*

| Accountability area | Approx. time | Primary outcome |
|---|---|---|
| A. Organizational restructuring & effectiveness | 25% | Reliable current-state structure and decision-ready proposals |
| B. Workforce planning & Excel analytics | 20% | One validated workforce database and recurring dashboards |
| C. UKG Ready implementation & adoption | 20% | On-time, tested, adopted system and trained users |
| D. Performance management & engagement | 15% | On-time PMS cycle; survey results turned into tracked actions |
| E. Employee relations & HR advisory | 15% | Consistent, documented, procedurally fair manager support |
| F. General HR administration & other duties | 5% | Accurate records and departmental support |

### A. Organizational Restructuring & Organizational Effectiveness

- Build and maintain current-state organization charts showing approved positions, incumbents, vacancies, reporting lines and acting/supervisory arrangements.
- Consolidate position and organizational data from all departments into a single baseline for restructuring and organizational design.
- Consult department heads on mandates, role clarity, spans of control, workload, duplication and service-delivery challenges; document findings using a consistent consultation template.
- Collect, validate and maintain job descriptions and the approved position inventory; flag missing, outdated or unevaluated JDs to the Director.
- Prepare gap analyses and comparative current-vs-proposed analyses (structure, FTEs, reporting lines, cost implications where provided by Finance).
- Support development of proposed structures, revised charts and implementation plans in line with direction approved by the Director, Chief and Council or other authorized body.
- Maintain restructuring project plans, action trackers, risk registers and progress reports; report status and risks to the Director at agreed intervals.
- Support change management: stakeholder consultations, communication plans, employee transition arrangements and manager guidance.
- Prepare briefing notes, presentations and recommendations for Director review.

*Deliverables: current-state org charts; consolidated position inventory; organizational gap analysis; proposed structure documentation; restructuring implementation tracker.*

### B. Workforce Planning & Excel-Based Workforce Analytics

- Establish and maintain the consolidated workforce database: approved vs. filled positions, vacancies, FTEs, employment status, anticipated departures and projected needs.

- Reconcile HR data with Finance position control and approved budgets; document variances and resolution.
- Use Excel (formulas, XLOOKUP/INDEX-MATCH, pivot tables, filters, charts) to clean, reconcile, analyze and report workforce data.
- Identify staffing shortfalls, potential surpluses, duplicated functions, critical positions and succession risks.
- Compare current staffing to projected requirements and support departmental and organization-wide forecasts.
- Facilitate validation sessions with department heads to confirm data, explain gaps and develop practical options.
- Produce recurring dashboards (vacancies, FTE, turnover, time-to-fill where available) to support recruitment prioritization and resource allocation.
- Apply version control, data-quality checks and confidentiality controls to all workforce files, including a documented data dictionary and refresh schedule.

*Deliverables: consolidated workforce database; departmental staffing analyses; vacancy and FTE reports; workforce projections; Excel dashboards; documented staffing recommendations.*

### C. UKG Ready Implementation & Change Adoption

- Act as the primary HR contact with the UKG Ready vendor for implementation, configuration, transition and support activities.
- Run implementation meetings and maintain schedules, action items, requirements logs and issue logs.
- Document current HR processes and map approved workflows (e.g., onboarding, time and attendance, leave, approvals, employee records) for relevant UKG modules.
- Validate business requirements, configurations, approval chains and system functionality with the vendor and internal stakeholders.
- Plan and coordinate user acceptance testing: write test scenarios, record results, log defects and track them to closure.
- Liaise with HR, Payroll, Finance, IT, managers and employees so roles and responsibilities in the new processes are clearly understood.
- Develop user guides, SOPs, training decks, job aids and FAQs; deliver practical training and demonstrations to employees, supervisors and managers.
- Track training schedules, attendance, user readiness and post-go-live adoption (errors, unresolved issues, training gaps); escalate technical matters to the vendor or IT.
- Recommend workflow and system-use improvements while respecting access permissions, privacy requirements and approved controls.

*Deliverables: documented workflows; implementation schedule; test records; issue tracker; training materials; attendance records; adoption reports.*

### D. Performance Management & Employee Engagement

- Performance management system (PMS)
  - Independently run the annual cycle: objective setting, mid-year review, year-end evaluation and follow-up.
  - Publish the PMS calendar, responsibilities and deadlines; distribute forms; monitor completion and follow up on overdue assessments.

  - Train and coach managers on objective setting, constructive feedback, documentation and performance improvement planning.
  - Review submissions for completeness and consistency; maintain tracking records and completion dashboards.
  - Identify development needs from evaluations and coordinate follow-up with training and development.
- Employee engagement
  - Plan and administer engagement surveys and other approved feedback initiatives, with clear communications and confidentiality safeguards.
  - Analyze results in Excel or other tools to identify trends, strengths and concerns; report findings and practical recommendations to leadership.
  - Facilitate departmental feedback sessions and help managers build measurable action plans.
  - Maintain an action tracker (initiative, owner, timeline, status) and report progress; support follow-up pulse surveys to test whether actions are working.

*Deliverables: annual PMS calendar; completion dashboards; engagement survey reports; departmental improvement plans; action-tracking reports.*

### E. Employee Relations & HR Advisory Support

- Give managers and supervisors timely, practical and consistent advice on attendance, conflict, conduct, performance and policy interpretation.
- Coach managers on procedural fairness, documentation, confidentiality and respectful-workplace expectations.
- Prepare or assist with meeting notes, factual records, correspondence, coaching documentation and performance improvement plans.
- Support preliminary fact-finding and assigned investigations: document collection, interview coordination, evidence organization and investigation records. Investigation findings and outcomes are reviewed by the Director.
- Identify sensitive, complex or high-risk matters (e.g., harassment, discrimination, terminations, human rights, safety, legal exposure) and escalate to the Director immediately.
- Maintain secure, confidential case files and a case tracker with required follow-up dates.
- Support consistent application of HR policies and applicable employment legislation; refer legal or specialized questions for proper review.
- Spot recurring issues and recommend preventive actions, manager coaching or policy improvements.

*Deliverables: timely advice; complete and secure ER records; documented case actions; timely escalations; manager guidance materials.*

### F. General HR Administration & Other Duties

- Support HR policy development and review, recruitment prioritization, onboarding and offboarding as assigned.
- Maintain accurate employee records in accordance with privacy and retention requirements.
- Perform other related duties assigned by the Director that are consistent with the nature of the role.

## 4. Decision-Making Authority

| Within delegated authority | Requires Director / NND approval |
|---|---|
| Interpreting and applying approved policies to routine matters<br>Setting priorities within assigned HR projects<br>Content and format of reports, trackers and training materials<br>Advising managers on day-to-day ER matters<br>Data validation and corrections to workforce records | Restructuring approvals and new or changed positions<br>Staffing establishment changes<br>Compensation, classification and offers of employment<br>Discipline, terminations and significant ER outcomes<br>Policy exceptions<br>Engagement of external advisors or vendors, and contract changes |

## 5. Qualifications & Experience

### Required

- Bachelor's degree or diploma in Human Resources Management, Business Administration, Organizational Development or a related field. An equivalent combination of education and directly relevant experience may be considered.
- Minimum five (5) years of progressive, hands-on HR experience as an HRBP, HR Manager, HR Generalist, OD specialist or comparable.
- Demonstrated experience with organizational restructuring, org-chart development, position inventories and workforce planning.
- Advanced working Excel skills: data cleaning, reconciliation, lookups, pivot tables, charts and dashboards.
- Practical experience coordinating HRIS/HCM implementations (testing, workflow mapping, training).
- Experience independently running a performance management cycle and an employee engagement survey.
- Experience advising managers on employee relations and producing confidential, defensible documentation.
- Experience delivering training and preparing reports and presentations for senior leadership.

### Preferred / Assets

- CPHR, CHRL, SHRM-CP or equivalent HR designation.
- Experience with UKG Ready or a comparable platform.
- Training in project management, change management, organizational development or HR analytics.
- Experience working with First Nation, Indigenous or other public-sector governments, and knowledge of Yukon employment legislation and the Yukon First Nation self-government context.
- Experience conducting workplace investigations.
- Lived or professional experience in northern or remote communities.

## 6. Competencies

### Technical

| Competency | What it looks like in this role |
|---|---|
| Microsoft Excel | Builds reconciled workforce files and dashboards others can rely on; documents formulas and versions |
| Organizational analysis | Reads structures, spans, FTEs and vacancies; turns them into clear gaps and options |
| HRIS implementation | Gathers requirements, maps workflows, runs UAT, tracks defects, trains users |
| Performance management | Runs the cycle to deadline; coaches managers; reports completion accurately |
| Employee engagement | Administers surveys with integrity; converts results into owned, measurable actions |
| Employee relations | Documents accurately; applies policy consistently; knows when to escalate |
| Communication & facilitation | Writes clearly; facilitates consultations; delivers practical training |

### Behavioural

- Execution and accountability: follows through, meets deadlines, closes loops.
- Analytical thinking: bases recommendations on evidence and states assumptions.
- Project discipline: plans, tracks, manages risk and keeps stakeholders informed.
- Change leadership: engages stakeholders early, listens, and adapts communication to the audience.
- Judgment, discretion and integrity: handles confidential information with care.
- Independence and collaboration: self-directed, but works well with leaders and teams.
- Cultural respect and humility: honours NND's culture, values, traditions and self-governing environment; builds trust with citizens, employees and leadership.

## 7. Performance Measures

| Area | Measure | Indicative target* |
|---|---|---|
| Org charts & position inventory | Accuracy and completeness validated by department heads | 100% of departments baselined by [date] |
| Workforce analytics | Timeliness and quality of staffing analyses and dashboards | Dashboard refreshed [monthly/quarterly] |
| UKG implementation | Milestones, UAT completion, training delivered | Milestones met within [x] days of plan; [x]% users trained before go-live |
| PMS | Completion rate and adherence to timelines | [90]%+ completion by deadline |
| Engagement | Survey delivered on time; action plans in place | Participation ≥ [x]%; plans for 100% of departments |
| Employee relations | Quality, timeliness, confidentiality of records | Response within [2] business days; no confidentiality breaches |

| Area | Measure | Indicative target* |
|---|---|---|
| Project follow-through | Assigned projects completed; stakeholder feedback | On-time delivery; positive manager feedback |

**Specific targets and timelines are set by the Director, Human Resources & Capacity.*

## 8. First 30 / 60 / 90 Days

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| **30 days** | Complete orientation to NND governance, culture and departments; meet all department heads; review UKG plan, existing org charts, position lists and open ER files; agree workplan with the Director. |
| **60 days** | Draft current-state charts and position inventory; launch workforce database; assume UKG vendor coordination and testing schedule; publish the PMS calendar. |
| **90 days** | Validated baseline and first dashboard delivered; first gap analysis for priority departments; UAT underway; training plan approved; ER case tracker live. |

## 9. Working Conditions

- Office-based in Mayo, Yukon, with a standard schedule; occasional extended hours during go-live, PMS year-end and surveys.
- Occasional travel to other communities, Whitehorse or vendor sites; valid driver's licence preferred.
- Regular exposure to confidential and sensitive information; a criminal record check (and vulnerable sector check if required) is a condition of employment.
- Participation in community and cultural events is encouraged as part of building relationships.

## 10. Equity, Cultural Respect & Hiring Statement

Preference in hiring may be given to NND citizens and other Indigenous candidates in accordance with NND policy and applicable law. NND is committed to a respectful, inclusive workplace and welcomes applications from all qualified candidates. Accommodation is available throughout the recruitment process. [Legal/Director to confirm wording.]

## 11. General

This job description outlines the principal responsibilities of the position and may be adjusted to reflect evolving organizational priorities and operational requirements. The position will be evaluated and classified under NND's established job evaluation and compensation framework.

## 12. Approvals

| Role | Name / Signature | Date |
|---|---|---|
| Prepared by (HR) | | |
| Approved by (Director, HR & Capacity) | | |

| Role | Name / Signature | Date |
|---|---|---|
| Employee acknowledgment | | |