

Position Description – Vice President People & Culture

Position Description

Position title	Vice President People & Culture
Location	Canada Remote
Reports to	CEO
Direct reports	Director People & Culture, Director Learning & Development, Talent Acquisition Manager
Travel requirements	As needed

Position Purpose

The Vice President People & Culture (VP People & Culture) is responsible for overseeing and ensuring excellence in all aspects of the People & Culture function at WCG. As a strategic and tactical People business partner, the VP P&C provides counsel, develops roadmaps and executes on all People & Culture related initiatives. The VP P&C drives all cultural initiatives, performance management, talent acquisition, engagement and retention, learning and career development, and workforce planning. The VP P&C provides strategic counsel to CEO and Operations team on Total Rewards including benefits, payroll and compensation, People Systems and Operations aspects related to People. Additionally, the VP P&C will champion Equity, Diversity, Inclusion and Belonging within the WCG culture and support an emotionally-intelligent, innovative and high performance workplace where diverse perspectives are embraced and people-first-principles thinking is encouraged.

Success measures

Customer Satisfaction & Relationships (internal/external)	<ul style="list-style-type: none"> Employees (and program/dept leaders) are satisfied with P&C support and services Collaborative and partnering relationships with internal (senior leader/APM) and external (vendors/partners) colleagues New employees onboarding experience/feedback is positive
Financial Performance/Results	<ul style="list-style-type: none"> Good WCG financial performance (including surpassing annual budget) Work effectively as part of Executive Team to achieve WCG strategic goals including good WCG financial performance (including surpassing annual budget) Hiring targets are achieved and are met in a timely manner Employee turnover below 25%
People Management & Engagement	<ul style="list-style-type: none"> Strong employee engagement/survey participation scores (WCG overall and P&C team) WCG's employee brand proposition is clear and communicated Regular communication practices for our workforce strengthen and support a positive culture that enables alignment with organizational goals, mission and values
Operational Performance & Outcomes	<ul style="list-style-type: none"> Top talent is attracted and retained in our markets WCG has good depth and breadth of leadership capability

Compliance & Risk Management	<ul style="list-style-type: none"> WCG is compliant with legislation relevant to P&C functions and risks are managed effectively Employees meet credential/experience/security requirements of contracts Work effectively as part of Executive Team to effectively mitigate WCG risk and manage issues
Leadership Resiliency	<ul style="list-style-type: none"> Adaptive to workload demands and business requirements in response to pressure and change Strategies and practices to support wellbeing, and prevent overwhelm/burnout, given challenges and complexity in senior leadership
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Core Responsibilities:

Strategic Leadership	<ul style="list-style-type: none"> Represent the P&C function as an essential member of the Executive Team, collaborating with and building strong working relationships with Executive team and other senior leaders, employees, APM, and others (eg external partners) to enable achievement of WCG goals Develop, execute and continuously improve WCG's People & Culture Strategy (including recruitment, onboarding/offboarding, retention, learning & development, international talent mobility, DEI, employee relations, employee engagement, performance management and improvement, organizational design, compensation & benefits, legislative compliance, human rights and health and safety) through leadership of P&C team in alignment with WCG's mission, strategy and values Work as a Business Partner to Executive and senior leaders and lead the P&C Business Partner approach ensuring alignment with program needs and challenges and ensuring that P&C initiatives contribute to continuous improvement and efficiency and are embedded and embraced across WCG Ensure effective ongoing processes and programs, value propositions of such programs are identified and communicated, and leaders are trained and supported in the successful execution of programs Lead as a coach and trusted advisor to employees and leaders on complex HR-related matters, including performance issues, investigations and compliance with policies and regulations Provide leadership to attract, develop, retain and inspire a talented, diverse, healthy and engaged workforce Develop and execute an ongoing communications and engagement strategy that supports high performance relationships and results among senior leaders across all departments/business units, enabling leaders to align on shared goals and shared knowledge in support of WCG goals Drive organizational design and all change management initiatives to help maintain a high-performing, collaborative and innovative team Identify key HR metrics to measure and define success, measure effectiveness of P&C initiatives, and identify, analyze, report P&C trends using data insights, and make improvement recommendations
Culture & Engagement	<ul style="list-style-type: none"> Help maintain WCG core values and ensure that all decisions, programs, and processes are aligned with WCG culture and core beliefs

	<ul style="list-style-type: none"> • Ensure an approach to employee care that aligns with our values and that balances the business and the people • Monitor morale, and develop and lead initiatives to nurture a positive and high performing work culture and environment where employees feel engaged, empowered and equipped for success • Lead and implement a WCG wide P&C communications and engagement strategy that is consistent/sustainable/effective to ensure entire workforce is aware of key information and to drive positive culture and engagement • Support APM engagement and pulse surveys, ensuring strong participation rates, analyze feedback for areas of improvement and lead action plans in response • Lead change management initiatives and communications strategies to facilitate smooth transitions during organizational changes (eg restructures) • Develop and lead virtual and in-person events for leaders that support and amplify culture and engagement
Diversity, Equity, Inclusion and Belonging	<ul style="list-style-type: none"> • Model inclusivity and diversity and drive initiatives to foster an equitable workplace, including implementing metrics to benchmark and track progress. • Focus on developing a diverse, emotionally intelligent and inclusive culture through the development of culture initiatives that increase diversity of thought, backgrounds and perspectives. • Work with leadership and employees at all levels to develop inclusive thinking and to address inclusion needs • Develop and implement workforce EDIB, Health & Wellness, Engagement Initiatives • Lead efforts to improve EDIB within the organization including through targeted recruitment strategies and talent development programs
Capability & Workforce Planning	<ul style="list-style-type: none"> • Develop and implement workforce planning strategies to ensure the organization has the right capabilities and skills to achieve its business objectives • Conduct regular assessments of talent gaps and identify opportunities for skill development and/or recruitment to address these gaps • Collaborate with senior leadership and department heads to align workforce planning initiatives with the overall strategic goals of the organization • Monitor and analyze key workforce metrics to track trends related to employee performance, retention, and succession planning • Lead succession planning initiatives for key roles of the organization
Organizational Learning & Development	<ul style="list-style-type: none"> • Partner with CEO and Leadership team to assess needs, drive leadership development and effectiveness, ensure executive alignment and drive performance aligned with business strategy. • Drive scalable solutions around making leaders better managers, and vice versa, provide coaching and feedback to our existing leadership team • Develop programs that prepare high-potential employees for management roles • Design and implement training programs and initiatives to enhance employee skills and competencies in alignment with organizational goals. • Develop a learning and development strategy that supports employee growth and career development and progression within the organization.

	<ul style="list-style-type: none"> Collaborate with department heads and senior leaders to ensure that learning and development initiatives are integrated into the overall talent management strategy of the organization. Infuse and champion a workplace culture of continuous learning and growth
Performance Management, Rewards & Recognition	<ul style="list-style-type: none"> Lead and monitor best in class performance review framework/processes, ensuring leaders are trained and supported to effectively deliver on it, and assess effectiveness Liaise with leaders at all levels to provide HR business partnership support. Execute company-wide performance management programs that helps identify high and low performers and drives continuous, transparent feedback across all disciplines Develop and oversee WCG's compensation strategy, keeping abreast of/leveraging market and APM best practices, and provide recommendations on resolving issues Leverage salary surveys and market trends regularly, using benchmarking data, to inform the organization's compensation strategy
Talent Acquisition & Retention	<ul style="list-style-type: none"> Develop, continuously improve and ensure that WCG's Employee Value Proposition is communicated and well understood internally, is well articulated externally, and is effective in supporting recruitment and retention Oversee the development and implementation of innovative recruitment strategies to attract top and diverse talent to the organization and monitor and evaluate its effectiveness Oversee, assess effectiveness and continuously improve WCG's selection process for employees joining the organization, or moving into new roles, including effective background checks Develop and continuously improve WCG onboarding process and oversee new employee experience to ensure it is seamless and effective Develop and implement retention strategies, including employee engagement initiatives, career development programs, and recognition programs. Conduct regular assessments of employee turnover rates and identifies areas for improvement to enhance retention efforts. Monitor and analyse key talent metrics, such as time-to-fill, quality of hire, and turnover rates, to inform recruitment and retention strategies and drive continuous improvement.
Governance & Compliance	<ul style="list-style-type: none"> Ensure the compliance of all regulatory requirements and WCG's contractual requirements pertaining to P&C topics Conduct and lead investigations as required related to P&C issues, and advise leadership on complex and sensitive issues Consult with legal advisors as required from time to time to ensure compliance with regulatory requirements and to effectively manage risk Leadership to ensure mandatory training requirements for employees are met Monitor and ensure risk management and liability exposures are addressed Drive, develop and update scalable and standardized P&C policies, processes and initiatives that are accessible and easy for employees to understand and engage with
Occupational Health and Safety	<ul style="list-style-type: none"> As the Executive lead for occupational health and safety, ensure adherence to and engagement with OHS requirements through cross organizational collaboration Ensure OH&S policies, procedures and programs are proactively effective in promoting a safe and healthy work environment and lead responses to OH&S issues that arise Develop and oversee initiatives that support health and safety of employees, including job stress, burnout, compassion fatigue, and psychological safety

Other duties as required, including going beyond the job description whenever necessary

WORK HEALTH AND SAFETY

For manager responsibilities, refer to the [WCG Workplace Health and Safety Policy](#)

Capabilities and experience

- Strategic thinker able to deliver on tactical and operational issues; This is very hands on role that requires building and developing capabilities in a high growth and complex setting with a small, but high performing team.
- Experienced coach across the full spectrum of seniority
- Experience with full spectrum workforce planning
- Proven track record of being a partner to managers across a variety of functional areas as well as demonstrated capability to interface and maintain effective relationships with all departments and staff
- Proven success in delivering high-impact people programs around performance management, team engagement and team retention
- Proven ability to influence and drive change with management teams, aligning people strategy with values and goals
- 15+ years of progressive and hands on Human Resources and People experience, with a minimum of 5+ years leading People/HR/Talent teams at a national level
- Experience working in a highly regulated, fast paced and dynamic environment, ideally within a nation-wide and global context
- High level of confidentiality; employment contingent on Security Clearance – Reliability Status

Education and Credentials:

- CPHR or equivalent designation
- Bachelor-level degree and/or equivalent combination of education and relevant experience

WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

The Inspiring Leader	<ul style="list-style-type: none"> • The inspiring leader is a true role model of WCG values. • They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher. • They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.
The Winning Leader	<ul style="list-style-type: none"> • The Winning Leader sets, meets and strives to exceed KPIs despite obstacles. • They are responsive and adaptable to differing situations, people and points of view. • They are accountable to other to deliver results and look for growth opportunities.
The Authentic Leader	<ul style="list-style-type: none"> • The authentic leader is confident, trustworthy, transparent and balanced. • They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent. • They act with integrity and fairness and demonstrate commitment to their team through lack of ego.

The Collaborative Leader	<ul style="list-style-type: none"> • The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy. • They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners. • They empower others to make decisions in times of rapid change.
The Courageous Leader	<ul style="list-style-type: none"> • They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return. • They don't require hierarchy to deliver results, they invest in people and their relationships. • The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.