



HR Business Partner

About Us:

Northern Birch Credit Union is a community-based financial services cooperative serving our member communities for over 75 years. With over \$200m in assets, a strong capital base, and a dedicated team, we are entering a period of transformation to expand our personalized, competitively priced services to new communities and to take advantage of the technological evolution underway in Canadian financial services.

We are building a nimble entrepreneurial culture that promotes financial and technological fluency and is grounded in core cooperative values: respectful of the individual, collaboration, and social responsibility.

Our mission is to provide for the financial well-being of our members and to contribute to building stronger member communities. We focus on knowing our members and serving their evolving financial needs over their lives. We provide financial and leadership support to community initiatives.

About the Role:

Looking forward to the journey ahead, Northern Birch is seeking a skilled HR professional who is excited by the opportunity to join our leadership team to help guide the transformation underway and who is committed to our mission of putting people first and delivering competitive modern financial services through people and technology.

This role reports directly to the CEO and is a key member of the credit union's leadership team. This hands-on role is responsible for all aspects of the human resources function for the credit union and its 40 staff members across three branches. The role requires both operational and strategic human resources expertise and proficiency with day-to-day HR administration, reporting, compliance, and oversight. This full-time (37.5 hours/week) role will be based out of one of our Toronto branches (North York at 4 Credit Union Drive or centrally at 310 Bloor Street West) with potential for some hybrid work.

Why Join Us?

- Own the HR function – take full ownership of the human resources function in a small, but dynamic and growing community-based organization.
- Make your mark with us – as we build out our entrepreneurial culture, employee expertise, and organizational structure to support growth and increased sophistication, there will be many opportunities to contribute to change management, employee engagement, training and development, and organizational design, and to build on existing programs and practices.
- Collegial and supportive culture – work in a financial cooperative organization that values collaboration and teamwork.

This role is for you if:

You enjoy a hands-on role applying your broad knowledge and experience of the HR function. You thrive in an environment where your work varies from day-to-day HR administration to strategic HR leadership. As HR Business Partner to the CEO, leadership team, and staff members, you are the expert that people can turn to and are able to source solutions (including a strong ability to partner with outside partners and experts).

Key Work Activities:

This position is responsible for day-to-day administration and management of Human Resources and serves as both a hands-on operator and strategic advisor. The role supports the full employee life cycle including talent acquisition, onboarding and the implementation and administration of human resources programs and initiatives to ensure alignment with organizational strategies, policies and procedures, as well as compliance with legislative standards. In this role, you will:

- Provide guidance and tactical support to leaders and employees on all HR matters, including employee relations, policy, compensation, benefits, legal compliance, performance management, workforce planning and career development.
- Ensure HR policies and processes comply with legislative requirements and reflect best practices in talent management in support of the credit union's strategy.
- Ongoing day-to-day HR administration including managing employee staff changes, overseeing/reviewing payroll, benefits administration, reporting and HR documentation.
- Provide ongoing support to leaders for people management concerns, work with managers to identify and implement appropriate development and training opportunities to enhance staff capabilities and support development plans.
- Conduct full cycle recruitment of qualified candidates, including attraction, selection, reference checks, bonding, and onboarding.
- Provide guidance and oversight to team members, including one direct report, who support the HR function through payroll processing, training administration, onboarding coordination and health & safety.
- Address employee inquiries and resolve workplace concerns through collaborative problem-solving.
- Identify and implement enhancements to HR plans, policies, and processes to improve efficiency and employee engagement.
- Provide oversight for facilities-related concerns and implementation of improvements, including determining requirements and the most appropriate viable solutions.
- Develop ongoing internal communications ensuring clarity and alignment with corporate objectives, and targeted materials as needed for revisions and rollouts of employee programs.
- Complete HR projects such as year-end process and the annual compensation survey.
- Manage and maintain compensation program and oversee the job evaluation process and salary ranges in collaboration with a third-party expert.

You Have:

- Five+ years of progressive experience across several HR functional areas.
- Human Resources certification and/or relevant degree.
- Solid knowledge of human resources legislation and best practices and the ability to interpret policy and employment legislation.
- A desire and ability to provide an exceptional and consistently positive employee experience.
- Strong judgement and decision-making skills regarding people and situations.
- Discretion to protect employee and credit union privacy and security.
- A problem-solving aptitude and ability to determine an appropriate approach where none exists.
- The ability to stay calm, professional, and firm in difficult conversations.
- A good listener and trusted communicator.
- Strong verbal and written communication skills.
- Capability to perform and review HR-related costing / calculations with accuracy.
- Time management and prioritization abilities.
- Resilience and change adaptability.
- Intermediate Excel and Word skills, proficiency with computers.
- A passion for promoting Northern Birch, with an aim to attract, engage, and retain good talent.

Strong Assets:

- Credit union experience
- Broad HR experience in a small organization
- Experience with ADP Workforce Now

This position offers the opportunity to grow and take on additional responsibilities based on your ability and career goals. We offer competitive compensation and benefits, on the job training, and a non-competitive, friendly work environment.

Salary Range:

\$80,000.00 to \$105,000.00 annually (this is part of a comprehensive total rewards package including: annual bonus, benefits and retirement savings, etc.).

Please note that Northern Birch is committed to providing fair and equitable compensation opportunities to all team members. Our compensation policies and practices have been designed to allow team members to progress through the salary range over time as they progress in their role. The base pay actually offered will vary based upon the candidate's skills and experience, job-related knowledge and other specific business and organizational needs.

How to Apply?

Submit your résumé and cover letter to graham@grahambrownconsulting.com

The successful candidate must complete a full background check, be bondable and be permitted to work in Canada.

This position is for an existing vacancy. Northern Birch does not use artificial intelligence (AI) to screen, assess or select applicants for a position. However, applications submitted to job boards do include the use of artificial intelligence to screen applications for the minimum qualifications and relevance to the role.

Northern Birch is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodations during the recruitment and selection process, please notify us and we will work with you to meet your needs.

We thank all candidates. However, given the high volume of applications, we will only reach out to candidates of interest to schedule an interview.

In accordance with Ontario legislation, our job postings and application materials are retained for a minimum of three years.