



JOB DESCRIPTION

Job Title: **Senior Manager of People and Culture**

Division/Department: **Retail Operations McKenzie and Oxford**

Reports to: **Chief Operating Officer**

Direct Reports: **Manager of Talent Acquisition and Engagement, HR Administrative Coordinator**

OVERVIEW

The Senior Manager of People and Culture provides executive-level leadership and guidance on all matters related to human resources. The role is accountable for creating the vision and leading the forward-looking HR strategy that supports the mission and strategic plan of The Root Cellar.

This role includes responsibility for HR Governance, Employee Relations, Performance Management, Training and Development, Talent Management, and Reporting.

Long Term Strategy

- Leads the development of an inspirational and forward-looking Human Resource strategy that includes key performance indicators and metrics for the organization
- Defines key performance indicators for human resources and talent management and regularly reports to the executive and leadership team on traction against KPIs
- Assesses The Root Cellar's success in attracting and retaining talent including its competitiveness in the market.
- Researches, develops, and implements competitive compensation, benefits, performance appraisal, and team member incentive programs.
- Develops engagement strategies and works with the management and leadership team to ensure they have the tools and support to build teams that are proud to be part of The Root Cellar.
- Creates reports with data and analysis that show the HR strategy deliverables.
- Keeps current on the latest HR practices both within and outside the grocery retail business to ensure the company is well positioned in the marketplace.
- Develops a strong network in Victoria that provides market intelligence, pending legislation or regulatory items that influence and impact our long- term success.

HR Governance

- Creates company-wide policies on all human resource matters including compensation, benefits, overtime, ensuring adherence to provincial and national labour laws, BC Employment Standards Act, Human Rights Act, WorkSafeBC, and Occupational Health and Safety.
- Ensures compliance with employment equity and diversity and inclusion legislation and guidelines.
- Develops methods, including audits on a regular basis, to ensure that policies are being complied with.
- Approves job descriptions and titles to ensure consistency across the organization.
- Develop policies and procedures related to disciplinary action, dismissals, performance improvement plans.
- Accountable for total compensation for each position and detailing the total package including benefits, employee assistance programs, and discounts so team members can understand the total compensation package.
- Maintain the Team Member Group Benefits Program including submitting revision/change requests and reviewing monthly summaries and annual renewals.

Employee Relations

- Leads and manages workplace conflicts, harassment, and employee complaints.
- Ensures all transactional processes, including payroll (PayWorks) and employee records are completed efficiently and effectively and in accordance with privacy laws.
- Provides coaching, training, tools, and support to managers to prevent harassment, reduce employee complaints, and to encourage satisfied team members.
- Ensures equal opportunity employment, training, and development for every team member.

Performance Management

- Coaches managers and leaders in people leadership including performance management, rewards, recognition, and any other tools that support managers and leaders to effectively carry out their role.
- Ensures leadership is well prepared to conduct any type of performance management or disciplinary interview.
- Trains and coaches employees on how to successfully resolve conflict.
- Designs and facilitates processes to help teams identify and resolve issues, make tough decisions, and come to agreement on key plans and principles.
- Ensure the performance management platform (e.g., Culture Amp) is effective, well used, and that the company receives a strong return on investment.

Training and Development

- Develops progressive career development programs to retain talent and reduce attrition.
- Ensures all training programs are current by reviewing and measuring frequently for relevance and effectiveness.
- Develops and delivers training programs to reflect concerns identified during daily operations.
- Researches and tests new processes and systems to improve overall training function and experience.
- Ensures time to proficiency, transfer of training and knowledge, and skill retention meets the overall company goals to support succession planning and a skilled, effective workforce.

- Measures knowledge and skill retention of training programs for effectiveness.
- Creates and maintains a dynamic team member handbook that includes acknowledgment by team members to ensure they understand expectations and how to live up to the values.
- Conduct training feedback analysis for continuous improvement in company training.

Talent Management

- Proposes the direction and oversees the execution of the strategies to secure the best possible talent to support The Root Cellar's mission and growth.
- Leads the team to secure top talent with compelling job offers and skillful negotiations.
- Ensures strong diversity recruitment programs are actively utilized and recruiting efforts seek diverse applicants that are under-represented.
- Leads the recruitment and selection process for senior leadership positions, facilitating talent management conversations with the leadership team.
- Recommends award programs we should participate in that highlight who we are as a company (best employer, best workplace etc.).
- Researches and stays current with what employees want in an employer to maintain innovative practices.
- Oversight of both external and internal talent management pipelines to ensure talent for succession planning.

Sustainability and Corporate Social Responsibility

- Create and implement HR policies that promote our commitment to sustainability and social responsibility.
- Work with the leadership team to integrate sustainable practices and social responsibility into our company culture.

Health and Safety

- Oversee the development and maintenance of a comprehensive health and safety program, ensuring compliance with relevant regulations.
- Regularly review and update our health and safety policies to ensure the well-being of our team members.

Reporting

Report on traction of KPIs

- Absenteeism rate
- Team member performance
- Engagement
- Exit drivers
- Diversity and Inclusion metrics
- Training and development effectiveness and costs
- Workforce headcount vs payroll budget
- Company trends
- Incidents (Worksafe claims, accident investigations, harassment, employee relations)
- Department goals from previous year

OUR ROOT CELLAR VALUES

Here at The Root Cellar, our values aren't just words on a page - they're the soil that nourishes our growth and the sunshine that guides our path. As our Senior Manager, People and Culture, you're not just a part of the team, you're a cultivator of our vibrant garden of values:

Efficiency, Innovation, and Continuous Improvement: Like a seedling pushing through the soil for the first time, we believe in doing things right the first time. But growth doesn't stop there. We're continuously reaching for the sun, trying new things, fostering a culture of innovation, and always doing our personal best. We value being first, better, and different, and we're looking for someone who's ready to cultivate a culture of continuous improvement.

Sustainability and Social Responsibility: The Root Cellar is more than a grocery store; it's a vision of a more sustainable, responsible world. We're deeply rooted in sustainable business practices, from seed to store, and we're dedicated to waste reduction and sustainable agriculture. We expect you to guide our HR practices with social responsibility, community focus, and environmental stewardship at heart.

Quality, Customer Service and Sunshine: At The Root Cellar, we believe in the power of sunshine, not just for our produce, but for our people. We aim to brighten every interaction, whether it's helping a customer find the perfect organic apple or supporting a colleague in their career growth. As our HR leader, you'll be responsible for spreading that sunshine throughout our organization, ensuring we provide high-quality, personable service to our internal team.

So, if you're ready to help us sow the seeds of positivity, grow our culture, and harvest the fruits of our values, we can't wait to welcome you to The Root Cellar family.

LEADERSHIP COMPETENCIES

- **Accountability for Performance and Results.** Takes ownership and accountability for delivering the right results in the right way and improving individual, team, and organizational contribution.
- **Thinking and Acting Strategically.** Think conceptually about the big picture and in which direction the organization is headed, developing long term plans to achieve the desired outcome, and linking daily work to long term vision.
- **Change and Innovation.** Leads the change and improvement to move the company ahead and enhance organizational results. Developing the skill, attributes and behaviors needed to produce new or improved programs, services, outputs, and strategies to meet current and future needs and gain competitive advantage.
- **Relationship Building.** Identify, build, and maintain formal and informal relationships and networks that add value to others, support the achievement or role-related objectives and further the interests of the organization.
- **Resource and Process Management.** Efficiently manage resources (people, budget, materials, and space) and processes to achieve organizational objectives.
- **Development.** Work genuinely to build capacity and foster individual, team, and organizational development.

Team Member's First Name

Last Name

Date (mm/dd/yy)