



Director, Talent and Organizational Development (UHR) Job Description

JOB INFORMATION

<i>Job Code:</i>	117189
<i>Job Title:</i>	Director, Talent and Organizational Development (UHR)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Recruiting/Talent Acquisition
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Leads the delivery of hire-to-retain talent management services (e.g., workforce planning, performance management, organizational design). Envisions, designs and delivers overarching learning programs that enable growth and development required for core university and human resources goals and objectives. Collaborates with HR partners to build a talent development framework while fostering a culture of accountability, feedback and high performance across the university. Prioritizes service excellence, customer focus and integrity in all responsibilities, ensuring the university's ability to plan for a successful future. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		10 years	
	X	12 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Bachelor's degree in business, organizational psychology, communications or other related fields.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ten or more years' experience in HR (e.g., learning and organizational development, employee relations, training and development).
X		Four or more years' experience in a leadership/management role.
X		Advanced knowledge of LOD business domains and functions.
X		Demonstrated experience building organizational development or design strategies and spearheading LOD strategies and frameworks at complex organizations.
X		Experience using data and analytics to inform workforce planning and rolling out organization-wide learning and development programs, trainings and varied platforms and tools.
X		Experience with full-cycle performance management delivery (e.g., assessment, metrics, appraisal).
X		Advanced knowledge of adult learning principles, virtual workshops, design approaches and performance tracking.
X		Ability to train team members on proven methodologies, best practices and frameworks to drive change and growth.
X		Proven success leading complex departments while demonstrating leadership values and accountability to goals.
X		Ability to drive culture change and develop transformative environments for employee growth and learning.
X		Excellent presentation and written and oral communication skills.
X		Ability to exercise discretion with confidential information.
X		Proficiency with Microsoft Office.
X		Demonstrated experience leveraging human resources information systems (e.g., Workday).
	X	Master's degree in business, organizational psychology, communications or other related fields.
	X	Twelve or more years' experience in higher education.
	X	Six or more years' experience in a leadership/management role.
	X	Chartered Institute of Personnel Development (CIPD), Certified Professional in Talent Development (CPTD) or other similar certifications (e.g., ODCP, SHRM-CP, SHRM-SCP, PHR, SPHR).
	X	Advanced knowledge of change management theories and approaches.
	X	Ability to drive change while maintaining an equitable, consistent work environment with an interactive leadership and management style.
	X	Experience working with HR partners to assess and diagnose performance and design specific strategic solutions to improve organizational, team or leader effectiveness.
	X	Demonstrated expertise overseeing talent development aligned with a growth mindset connected to organizational core goals.
	X	Ability to lead strategic initiatives in daily operations, providing guidance and mentorship by outlining goals, objectives and encouraging continuous realignment.
	X	Demonstrated experience developing plans to automate systems for increased efficiency and refinement.
	X	Experience managing the implementation of HR systems and initiatives, providing strategic support to drive organizational change.
	X	Experience using change management methodologies to implement organizational change and achieve cultural shifts in accountability, feedback and performance.
	X	Ability to drive change while maintaining an equitable, consistent work environment with an interactive leadership and management style.
	X	Experience working with HR partners to assess and diagnose performance and design specific strategic solutions to improve organizational, team or leader effectiveness.
	X	Demonstrated expertise overseeing talent development aligned with a growth mindset connected to organizational core goals.
	X	Ability to lead strategic initiatives in daily operations, providing guidance and mentorship by outlining goals, objectives and encouraging continuous realignment.
	X	Demonstrated experience developing plans to automate systems for increased efficiency and refinement.
	X	Experience managing the implementation of HR systems and initiatives, providing strategic support to drive organizational change.
	X	Experience using change management methodologies to implement organizational change and achieve cultural shifts in accountability, feedback and performance.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Acts as the university's subject-matter expert on learning, training, workforce planning, and organizational development. Designs and oversees the strategy and programming for all hire-to-retire talent management services, including learning milestones programs, management training, and workforce planning. Leverages relationships with senior stakeholders across the university to identify opportunities for professional development within units and/or unit organizational development.				
Combines organizational change knowledge with an understanding of the university environment and stakeholders to drive development and culture shift. Effectively gathers and delivers critical information, regularly disseminating strategies to managers and discussing key elements of success. Considers varied communication platforms and opportunities and oversees communication and development needs beyond HR domains to address issues and concerns.				
Leverages analytics to monitor the effectiveness of learning and organizational development efforts. Stays current with learning and organizational development best practices to continuously improve strategy and programming. Oversees the learning management system. Drives organizational change, building a network across the university to understand institutional needs and design best-fit programs for alignment. Collaborates with HR partners to provide customized talent management solutions that support unit business objectives. Develops credibility with stakeholders and academic leadership.				
Leads managers in clearly defining their customer groups' complex needs, designing programs centered on the employee experience, and meeting targets in concert with deadlines. Regularly interacts with stakeholders to collect feedback and ascertain improvement opportunities.				
Invites managers to identify issues and suggest solutions compatible with organizational culture. Develops plans for new development opportunities, building consensus while making progress toward change. Employs high ethical management standards to create an equitable workplace.				
Identifies programming and goals to achieve long-term objectives. Analyzes current and anticipated conditions and limitations that may affect ability to achieve strategic missions. Reassigns staff responsibility as needed to avoid challenges or roadblocks to success. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.