

**JOB TITLE:** Human Resources – Senior Manager for People and Culture  
**REPORTS TO:** Executive Director  
**FLSA:** Exempt/Full-Time  
**LEVEL:** D  
**UNION:** Non-Union, Confidential Employee

## **SUMMARY**

The Senior Manager for People and Culture works across the organization to lead on workplace culture practices and provide expertise and support in the areas of performance management, employee relations and engagement, diversity, equity, inclusion and belonging, policy and procedure development and implementation, and HR compliance. The Senior Manager for People and Culture must execute their duties with a high degree of emotional intelligence, confidentiality, and collaboration. The Senior Manager is expected to bring critical thinking, strategic, and operational expertise to the team on all people-related matters. The Senior Manager for People and Culture is a true ‘people person’ with an intense passion for supporting great teams and helping them thrive. This person will go the extra mile to make sure that everyone on the team is able to thrive in their work. The Senior Manager for People and Culture works from our Raleigh office, reports to the Executive Director, and serves on the leadership team.

## **KEY RESPONSIBILITIES**

### **1. HR Management**

#### ***Administration***

- Administer complete benefits package including health, dental and vision insurance, FSA, various voluntary insurances, retirement, life insurance, workers’ compensation, vacation, sick leave, and leaves of absence. Collaborate with the Finance Department to monitor administrative costs of benefits programs and recommend cost containment and value-added strategies;
- Maintain awareness and knowledge of labor and employment law and assure organizational compliance, including providing direction to directors, supervisors, and staff to ensure they are fully informed of HR requirements, objectives, and plans;
- Maintain HR files and documentation; oversee the administration and compliance of employee record keeping, maintain the company directory and organizational charts;
- Provide strategic leadership and operational guidance to the organization on a variety of human resources programs, policies, and practices that align with organizational strategy and objectives and best practices; and,
- Develop, revise and recommend HR policies and procedures in compliance with the collective bargaining agreement and ensure that the affiliate (staff and leadership) are adhering to the agreement.

#### ***Recruitment and Onboarding***

- Oversee recruitment strategy, including leading the HR planning for recruitment efforts, including compliance with EEO goals;
- Develop and administer new employee orientation to ensure each new staff member is welcomed, set up for success from the outset, and able to integrate seamlessly into the organization, working closely with other members of the leadership and programs teams;

### *Employee Relations and Retention*

- Maintain open-door policy to cultivate a supportive work environment for all employees; Work with directors and supervisors to use restorative justice practices and harm reduction and trauma-informed strategies to address personnel, procedural and structural issues and serve as the point person for management for ensuring compliance with the collective bargaining agreement;
- Implement employee relations and engagement practices necessary to establish a positive employer-employee relationship and build morale; and,
- Ensure fair, equitable, and competitive total reward programs and practices for all compensation and benefits programs, including creating and keeping job descriptions current, conducting total rewards surveys, recommending appropriate changes, and overseeing benefits administration and renewal.

### *Training and Development*

- Create and execute or identify programs to retain high-caliber, well-performing staff and to enable team members to grow; and,
- Oversee performance management and succession planning in collaboration with directors.

## 2. Culture

- Steward the centering of equity within organizational culture, structures, and systems utilizing an intersectional lens including but not limited to race, gender, age, LGBTQ+ status, socioeconomic status, and disability justice; Apply principles of restorative justice and implement harm reduction strategies across the organization;
- Work closely with organizational leadership, support an intentional development and maintenance of an organizational culture that serves the mission and strategy of the organization, including a process of monitoring and attending to staff morale;
- Work with Equity Officers and Equity Committee of the board to hold the organization accountable to the goals as laid out in our Equity, Diversity, Inclusion, and Belonging (EDIB) tracker;
- Identify and implement opportunities to improve our staff experience; and,
- Plan and organize internal events and social calendar (off-sites, team building events, in-office events, sporting events, holiday party, etc.); manage and administer ACLU-NC's culture/events budget.

## COMPETENCIES

- **Leadership and Coaching:** Demonstrated experience coaching and advising management and staff in an HR capacity. Someone whose leadership philosophy is one based on kindness and strengths-based, and who sees the value every person brings to the work.
- **Planning and Development:** Demonstrated knowledge and understanding of employment law and compliance requirements, and HR best practices. Demonstrated experience developing and implementing HR policies and programs. Organized and able to pay meticulous attention to detail on matters that have the potential to negatively impact staff.
- **Commitment to the principles of Equity, Diversity, Inclusion and Belonging:** Experience and demonstrable ability to work closely and productively with people from a variety of racial, ethnic,

socioeconomic, educational, religious, sexual, gender, and generational backgrounds. Experience with or willingness to learn about harm reduction strategies and trauma-informed practices; experience with restorative justice; Demonstrable understanding of issues affecting constituencies of the ACLU-NC, including but not limited to anti-Blackness, structural racism, and gender policing.

- **Sound Judgment and Trustworthiness:** Advanced ability to maintain absolute confidentiality, exercise sound independent judgment, and exhibit high levels of integrity and discretion. Ability to establish credibility and be decisive while maintaining positive employee relationships in service to the mission.
- **Communication and Influence:** Demonstrated influence and diplomacy at all levels. Advanced ability to communicate and work effectively and respectfully with staff, board members, volunteers, and the general public. Skilled in communicating both orally and in writing.
- **Self-Management and Flexibility:** Self-starter, follow-through, and the ability to meet deadlines. Demonstrated ability to handle and prioritize complex work plans and responsibilities in a fast-paced environment with minimal supervision. Ability to adapt as needed.
- **Problem-Solving:** Enthusiastic, optimistic, and resourceful with an advanced ability to work creatively to find solutions to people and organizational challenges.
- **Emotional Intelligence:** Strong self-awareness, cultural competence with marginalized communities, and humility; grounded with a high degree of integrity and transparency.
- **Computer and Software Skills:** Advanced Microsoft Office skills, with an ability to become familiar with organization-specific programs and software.

## EXPERIENCE AND EDUCATION

- Bachelor's degree (Master's degree preferred)
- 8+ years of HR experience in the above areas preferred
- SHRM, HRCI or similar HR certification
- Knowledge of Federal and State regulations, including FLSA, FMLA, COBRA, ADA, HIPAA, and EEO laws and regulations

Salary Range: \$75,000 - \$85,000