

SERVICE COMMITMENT

Document Control

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Document Title: Human Resources (HR) Department Service Commitment

Period of Agreement: May 1, 2026 to April 30, 2027

Department/Unit: Human Resources (HR) Department

Service Commitment Overview

Reporting to the Division of Equity, People and Culture, the HR Department supports the University community by offering strategic talent management services throughout the full employment life-cycle. The primary service areas include:

- Health, safety and well-being
- HR people partnerships (generalist advice, consultation, services and support)
- HR systems and people analytics
- Learning and leadership development
- Total rewards
- Recruitment & onboarding
- Payroll & records
- Pension & Benefits

HR provides services to leaders across faculties, divisions and units as well as individual employees and external candidates.

Scope of Service

The HR Department employs a “customer-focused” approach that connects divisions, departments and faculties with a designated HR contact person (ie. People Partner). The People Partner works closely with their clients to develop deeper understanding of the needs of the operation and to connect to the appropriate specialized services within HR. Services accessed may relate to recruitment & onboarding, labour and employee relations, performance management and development, compensation and total rewards, HR information management, people analytics and insights, organizational or job design, workforce planning, employee engagement and retention, team effectiveness, leadership development, learning and technical training, change leadership, disability support, occupational health and safety, payroll & records, or pension & benefits.

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
HR Systems & People Analytics	CHRO is designated data trustee for PeopleSoft HR system. HR Systems unit provides management oversight and system administration function for HRIS including security and data stewardship.	• Oversee day-to-day functional operations, configuration, and maintenance of HR systems and their integrations • Steward enterprise HR systems, data governance, and access controls

Service Area	Service Description	Service Offering
		• Administer system requirements to support payroll and benefits processing, reporting and people analytics, as well as HR data access controls. • Deliver trusted HR data, analytics, and advisory services • Lead HR technology transformation and system modernization efforts • Advance people analytics to support evidence-based decisions
Total Rewards	Provide strategic oversight of total rewards, including compensation and benefits design, governance, and equity considerations, and legislative compliance.	• Provide strategic oversight of total rewards, including plan design and external benchmarking • Support job design and classification activities • Manage CPM and (joint) YUSA job evaluation processes • Lead compensation initiatives • Ensure compliance with relevant legislation (Pay Equity Act, Public Sector Salary Disclosure, Employment Standards) • Administer annual compensation cycle (ATB, PBRA)
People Partnerships	People Partnerships acts as the primary HR connection point for client groups—combining tactical support with strategic consultation to help units operate effectively, manage risk, support employees, and achieve their goals through informed, people-centered practices. As of April 1, 2026, Recruitment & Onboarding has joined this team.	Connecting and partnering with the right supports to provide generalist services to meet a variety of needs: • Workforce planning • Organizational and job design • Talent acquisition • Talent retention • Employee & labour relations • Return to work and accommodation planning & support • Performance management and development • Formal complaints & investigations • HR documentation & metrics • Recruitment & Onboarding: • Coordinates and administers a structured yet flexible recruitment and onboarding experience for internal clients and external applicants.

Service Area	Service Description	Service Offering
		• Manages York University Temporary Agency (YUTA) program. • Collaborates to ensure legislative compliance and take advantage of opportunities to support and enhance the university's DEDI strategies.
Organizational Effectiveness & Well-being	Develop and sustain a strategic learning organization that supports long-term capability building.	• Deliver accessible, high-quality learning opportunities. • Provide customized learning and organizational solutions. • Support leaders through coaching and development. • Guide teams through organizational and operational change. • Partner to strengthen organizational insight and performance. • Support employee career mobility and transitions. • Steward learning systems, policies, and funding programs. • Promote AI and technologies upskilling and adoption. • Enable an exceptional onboarding experience.
	The Employee Well-Being (EWB) unit promotes a holistic approach to creating a safe and healthy workplace and an organizational culture that promotes prevention, early intervention, support, and overall well-being.	• Manage non-occupational disability claims from short-term sick leave through to potential transition to long-term disability • Oversight and management of WSIB claims ensuring compliance with regulatory requirements • Support employees with early and safe return to work from disability related leave, including both temporary and long duration accommodation planning • Support planning for family status accommodations • Oversee Employee & Family Assistance Program (EFAP)
People Services	The team is comprised of three service areas that are committed to providing best-in-class service for clients: • Payroll & Records • Pension & Benefits	Payroll & Records: • Calculates, administers, and maintains employees' pay and records timely and accurately

Service Area	Service Description	Service Offering
	Health & Safety	- Ensures compliance with rules and requirements governing pay, payroll taxes, and records management. - Issuance of T4 and other tax documents. Pension & Benefits: - Provides accurate processing and administration of the pension and benefits requests and plans in partnership with external providers - Ensures compliance with rules and requirements with federal and provincial governing bodies; and - Provides education sessions to the employee supporting them understanding York University's offerings and retirement planning.
	The Health &, Safety (H&S) unit promotes a holistic approach to creating a safe and healthy workplace and an organizational culture that promotes prevention, early intervention, support, and overall well-being.	- Ensure compliance with applicable Occupational Health & Safety legislation and requirements - Support York's 24 Joint Health & Safety Committees (JHSCs) and Area Health & Safety Officers (HSOs) - Manage workplace incident reporting process and system (WIRs) including reporting to leadership and the Board's Governance, People & Culture Committee - Support response to workplace incidents, hazardous materials emergencies and spills - Conduct various workplace assessments, testing and audits - Maintain health & safety programs and guidelines - Maintain currency of training program to comply with various statutory requirements (WHMIS, OHSA, etc)

Additional Metrics Specific to Each Division/Unit (optional)

Team Effectiveness Survey Participants
HR Help Ticket volume/resolution time
Data Quality Audit Results
Access to dashboards (number of people)

General Contact Information

For more information, access resources available [here](#).

Service Commitment Review and Renewal

The service renewal and review will be performed annually and will align with budget approval. Any review will consider the needs of the community and will align with the Universities academic and strategic priorities. We will align our service quality with the resources available to best meet the priority needs of the community.