



## HR POLICY AND OPERATIONS BUREAU

### 3. Staffing & Classification Division

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Overview

Human  
Resources  
Policy Division

Staffing &  
Classification  
Division

Locally  
Engaged Staff  
Division

Staff Relations  
Division

The **Staffing and Classification Division (HRS)** is structured according to the following principles:

- Capability and expertise are maintained to support a range of human resources activities; and
- A single point of contact is provided to client managers through **HR Account Managers** who are responsible for familiarising themselves with their client portfolios and their business-driven HR needs.

The division is divided into three sections. Each section is comprised of a Senior Account Manager and four Account Assistants. Each Account Manager and Assistant team are responsible for providing service to a portfolio of clients (managers) who are apportioned by Branch, Bureau and Division. These three sections are organised as follows:

- **Classification** - Services related to classifying all Canada-based positions in Ottawa and abroad;
- **Human Resources Planning Support** - Being the primary point of contact for managers seeking advice on questions relating to managing human resources issues, including referral to other consultants such as Staff Relations when appropriate; and
- **Resourcing Services** - Staffing all non-rotational positions up to and including EX minus one.

In the following pages, we outline the service standards to which the Division has committed generally, and under each service area.

The service areas include:

- **General Areas** - relating to the whole Division;
- **Classification;**
- **Human Resource Planning Support; and**
- **Resourcing Services.**