



HR POLICY AND OPERATIONS BUREAU

2. Human Resources Policy Division

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Overview

Human Resources Policy Division

Staffing & Classification Division

Locally Engaged Staff Division

Staff Relations Division

CLASSIFICATION

Delivery Standard

1. Verbal guidance and opinion	
<ul style="list-style-type: none"> ➔ Routine ➔ Complex; interpretation of personnel policy 	3 days 5-10 days
2. Written guidance and opinion	
<ul style="list-style-type: none"> ➔ Routine ➔ Complex; interpretation of personnel policy 	5-10 days 10-15 days
3. Grievances	
<ul style="list-style-type: none"> ➔ Response to employee ➔ Hearing ➔ Written report 	25 days <i>Date established by TBS</i> <i>Within 10 days of hearing, or length of extension agreed upon with union</i>
4. Classification of EX positions (requires ADM & DM approval)	
<ul style="list-style-type: none"> ➔ New position - review of work description; preparation of recommendation ➔ Reclassification - review of work description; preparation of recommendation 	30-60 days Up to 80 days
5. Advise on organizational analysis and design	
<ul style="list-style-type: none"> ➔ Routine ➔ Complex 	3-5 days 15 days (+ ongoing)

COMMUNICATION

Delivery Standard

1. Request for Q and As for the Minister	Within 2 hours
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