

Job Family Matrix

Job Function: Human Resources		Job Family: HR Work Life - Professional	
Job Family Summary: Perform or manage work life programs for a school/unit, or university-wide.			
Job Title: HR Work Life Analyst II		Job Title: HR Work Life Analyst III	
Job Code: H1056P		Job Code: H1057P	
Grade Level: 56 Exemption: Exempt		Grade Level: 57 Exemption: Exempt	
Effective/Revision Date: April 2018		Effective/Revision Date: April 2018	
Job Summary		Job Summary	
Independently organize, and implement work/life programs and services and day to day operations; may include the child care scholarship programs.		Independently perform activities related to work/life and/or wellness programs.	
Core Duties		Core Duties	
<ul style="list-style-type: none"> • Administer child care scholarship program (applications, award notification, applicant assistance) • Develop systems for gathering data and collect financial, utilization and satisfaction data • Develop analysis plans and analyze quantitative and qualitative data within and across work/life programs • Develop standard and ad hoc reports on utilization and program efficiency and report results in a variety of formats • Conduct business process analyses and work with HRIS team to plan corrections and updates, and to develop potential new features • Observe and measure trends related to demand and utilization • Conduct modeling and provide projections for scholarship programs • Create and maintain record of decisions made concerning policy development, policy interpretation, and case-by-case exceptions • Provide assistance and counsel to ladder faculty • Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations 		<ul style="list-style-type: none"> • Conduct formal assessments of work/life and wellness needs • Conduct benchmarking research and propose and implement programs through coordination with HR offices and other related entities when appropriate • Develop and implement annual calendar of offerings for department, coordinating with appropriate contacts and team members • Request and review proposals from current vendors and potential vendors in response to needs assessments • May partner with other offices to leverage existing programs and resources, while identifying new resources and creating programs for unmet needs within designated community • Track and measure usage of Work/Life programs and the impact on the community • Contribute to community engagement and development through local oversight/management/support of related programming • Develop, design and maintain web, print and event-based communications for work/life programs and services • Provide relevant marketing materials and present at new employee orientation programs • Consult to potential faculty in support of recruiting efforts • Establish and maintain working relationships with peer organizations • Advocate for work/life policies; advise management of work/life trends and issues • Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations 	
		<ul style="list-style-type: none"> • Actively lead and define strategy; engage and work with stakeholders • Project manage a distinct portfolio of work/life programs to ensure program quality, smooth operations, and customer satisfaction • Serve as subject matter expert on family-support services broadly, and key child care issues specifically • Conduct research and synthesize knowledge on work/family best practices • Lead RFP process; negotiate with and oversee external work/life vendors and affiliated partners • Identify and address risk management concerns • Design data-gathering, analysis and reporting approaches and tools • Participate in both ad-hoc and ongoing, high-profile groups including task forces, committees, graduate student groups and labor contract negotiation teams • Independently develop and deliver communications • Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 3 years' of relevant experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 5 years' of relevant experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 8 years' relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Intermediate to advanced knowledge of Microsoft Office Suite, especially Access, Excel, and FileMaker • Knowledge of statistical software and analysis • Program management and customer service skills 	<ul style="list-style-type: none"> • Master's degree preferred • Intermediate to advanced knowledge of Microsoft Office Suite, especially Access and Excel • Knowledge of statistical software and analysis 	<ul style="list-style-type: none"> • Master's preferred • Demonstrated progressive project-management experience in the family-supporting and work/life arena • Intermediate to advanced Microsoft Office Suite
Certificates and Licenses	Certificates and Licenses	Certificates and Licenses
Physical Requirements	Physical Requirements	Physical Requirements
Working Conditions	Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting 	<ul style="list-style-type: none"> • Work is performed in an office setting

Job Family Matrix

Job Function: Human Resources	Job Family: HR Work Life - Management
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Job Family Summary: Perform or manage work life programs for a school/unit, or university-wide.

Job Title: HR Work Life Mgt VI

Job Code: H1060M

Grade Level: 60 **Exemption:** Exempt

Effective/Revision Date: April 2018

Job Summary

Provide strategic leadership, administration, and direction of all facets of work/life programs and policies that support Harvard’s ongoing goal of the recruitment and retention of a high performing workforce and robust academic pipeline.

Core Duties

- Responsible for effective staff management for a group or team of employees, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead the design, development, administration, implementation, evaluation and equitable distribution of programs
- Develop short-term and long-term strategies and policies, in collaboration with internal and/or cross–university stakeholders
- Recommend innovative and cost-effective solutions to identified problems
- Prepare project proposals; oversee and track outcomes of new and ongoing initiatives
- Identify trends and/or best practices among peer institutions
- Participate in both ad-hoc and ongoing, high-profile groups including task forces, committees, graduate student groups and labor contract negotiation teams
- Negotiate with and oversee external work/life vendors and affiliated partners
- Manage internal and external communications and marketing
- Educate key constituencies on best practices in work-life
- Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations

Job Family Matrix

Basic Qualifications

- Masters in Clinical Social Work or in a related field
- Minimum of 10 years' of relevant experience
- Supervisory experience

Additional Qualifications and Skills

- Intermediate to advanced Microsoft Office Suite
- EAP and/or Work Life experience

Certificates and Licenses

Physical Requirements

Working Conditions

- Work is performed in an office setting