

Director, People + Culture

For seven decades, the Calgary Philharmonic has been welcoming communities together through the power of orchestral music. A pillar of the Calgary arts scene and one of Canada's most celebrated live music ensembles, the Calgary Phil presents more than 70 concerts a season across a wide range of programming — epic classics, thrilling collaborations, rockin' pops, family fun, live movie scores, and much more. The Calgary Phil also engages thousands of children each season through innovative and accessible Education and Outreach initiatives. In addition to 66 full-time orchestra musicians, the Calgary Phil is one of two major symphony orchestras in Canada that has its own chorus – over 160 volunteer singers. In a typical season, the Calgary Phil welcomes over 100,000 visitors, connecting audiences to live music experiences and serving the city of Calgary by fostering creativity and belonging. The Calgary Phil Belongs to Everyone.

The Role

The Director, People + Culture at Calgary Phil plays a pivotal role in fostering a positive and collaborative work environment for our dedicated team of musicians, administrative staff, and volunteers. Working with Senior Leadership, this position requires a dynamic individual with a strong background in employee and labour relations, and a proven ability to proactively identify and close gaps with respect to all HR strategies, policies, and procedures. The Director, People + Culture will report to the President + CEO and will work closely with all members of the Calgary Phil's leadership and administrative team and Orchestra, particularly Orchestra Operations and Artistic + Education.

Key Responsibilities

Employee Engagement and Relations

- Develop and maintain positive employee relations by fostering a culture of open communication, trust, and mutual respect.
- In collaboration with Senior Leadership, act as a point of contact to address and resolve employee concerns, conflicts, and grievances in a fair and timely manner.
- Proactively seek out employee engagement opportunities, such as team building activities and Employee Engagement Surveys.

Union Engagement and Labour Relations

- Partner with the Orchestra Operations team to manage and maintain relationships with the union representing orchestra musicians (Calgary Philharmonic Orchestra musicians are members of The Calgary Musicians Association, Local 547 of the American Federation of Musicians of the United States and Canada), including ensuring compliance with Collective Bargaining Agreements.
- Facilitate negotiations and consultations with the union to address labour-related issues.
- Stay informed about industry standards and best practices in labour relations.

Recruitment, Onboarding and Offboarding

- Oversee and administer the full-cycle recruitment process for administrative staff, including creating job postings, conducting prescreening, interviews, reference checks and advising during the selection process.

- Support the Orchestra Operations team in the recruitment, onboarding and offboarding processes for Orchestra musicians as per the Collective Agreement.
- Support the CEO and/or Director, Artistic + Education with recruitment of artistic leadership roles.
- Support the Artistic + Education team, and the Chorus Director and Chorus Administrator, with the recruitment process for volunteer Chorus members.
- Support the Board with recruitment of volunteer Board and committee members.
- Support the recruitment process for other volunteers (Front of House, events, etc.).
- Provide expert guidance on compensation for new administrative hires and manage the drafting and delivery of Offer Letters and Employment Agreements. Develop, implement, and facilitate onboarding and offboarding programs that accurately reflect the workplace culture and effectively transition all employees (including volunteers and contractors) throughout the employee lifecycle.

Performance Management and Training and Development

- Lead the design and implementation of the performance management lifecycle, collaborating with Senior Leadership to establish and implement processes, oversee probationary and annual review cycles, and equip Managers with the documentation, guidance, and coaching required for effective execution.
- Lead the development of Professional Development Plans and training initiatives, working in collaboration with key leadership to advance growth and learning opportunities for all team members.

Policy Development and Compliance

- Proactively develop, implement, and update HR policies in alignment with organizational goals, changes, and best practices.
- Ensure compliance with employment legislation, regulations, and union agreements.
- Champion strong communication of all HR policies and processes across the organization to ensure both awareness and transparency for all team members.
- Ensure policies are legally compliant, provide advice and guidance to leaders and employees regarding policies.
- Keep abreast of changes in HR regulations and update policies accordingly, and make recommendations to leadership of emerging trends or changes.
- Oversee workplace discrimination, harassment, and other employee relations issues, exercising judgment to assess risk and determine when escalation or external investigative expertise is required.

HR, Compensation, and Benefits Administration

- Maintain accurate HR records and documentation.
- Generate HR reports and analytics to support operational decisions.
- Ensure salary and benefits market benchmarking is conducted, as required.
- Stay informed about industry trends and recommend adjustments to the benefits package (keeping in mind the Collective Agreement requirements).
- Work closely with external providers to manage and enhance employee benefit programs and ensure timely communication of relevant information to staff.
- Work closely with the Finance Team, payroll processing, to ensure accurate compensation and benefits for each employee.

Desired Qualifications

- Bachelor's degree in Human Resources, Business Administration, or a related field.

- CPHR designation or in the process of achieving CPHR designation an asset.
- Seven (7) to ten (10) years of progressive experience demonstrating increasing responsibility in people strategy, employee and labour relations, and HR operations, including experience working in both unionized and non-unionized environments.
- Experience applying an Anti-Racism, Equity, Diversity and Inclusion lens to People and Culture practices considered an asset.
- Strong verbal and written communication, negotiation, and conflict resolution skills.
- Demonstrated knowledge and understanding of employment law and legislation.
- Familiarity with and/or experience in the non-profit (also known as social impact!) sector is preferred.
- Previous experience in the arts and culture sector is an asset.
- Ability to build and maintain positive relationships with all levels within the organization, fostering a collaborative and inclusive workplace.
- Skilled in handling sensitive employee relations/labour relations issues and conflict with empathy and confidentiality.
- Ability to analyze HR issues, identify root causes, and implement effective solutions.
- Ability to lead and manage change initiatives within the organization and support employees through change.
- The ideal candidate brings hands-on experience working with AI and demonstrates ongoing engagement with emerging technology trends, tools, and best practices to drive efficiency and innovation.

Additional Details

- This is a full-time position. Salary range is \$115,000 to \$135,000 annually depending on education and professional experience.
- The Calgary Phil has a hybrid remote work program. Employees who are eligible for this program can work up to three (3) days per week from an appropriate remote location.
- As part of our full compensation package, Calgary Phil offers three (3) weeks of vacation, a comprehensive benefits package that includes RRSP contributions, health coverage, an employee assistance program, bonus days off, tickets to most performances, and other non-cash benefits.
- Office location: Werklund Centre, Floor 2, 205 8 Avenue SE, Calgary, AB, T2G 0K9
- Occasional evening and weekend work will be required to align with rehearsal and performance schedules.

Application Process

Please submit your resume to hr@calgaryphil.com with the subject line "Director, People + Culture Applicant." Cover letter optional. **Applications will be reviewed on an ongoing basis, and the posting will close once a shortlist of candidates has been identified.**

A Police Information Check will be required from the successful candidate.

The Calgary Phil is committed to fostering an anti-racist, equitable, diverse, and inclusive environment and, as such, encourages qualified candidates from a diverse range of backgrounds.

If you require an accommodation for the recruitment/interview process, please let us know so that we can work with you to assist with your needs. We thank you for your interest in the Calgary Phil. Please note that only successful candidates will be contacted.

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