**Service COE**

**Business Partners - Sr. Directors of Service**
The Senior Directors of Service lead HR Business Partners teams who support schools, units, and entities across the organization. The HR Business Partners and Senior Directors of Service represent your on-site HR support for Leaders, Managers, and team members. HRBPs coordinate HR services and connect you to subject matter experts across UVA HR.

**Solutions Center**
The HR Solution Center serves as the resource hub for Human Resource needs across UVA. It is a one-stop, comprehensive location with a team committed to providing HR support, and consistent information and solutions.

**Benefits, Leave, and Payroll**
Department includes the benefit counselors and leave administration partners, who assist UVA managers and employees with issues and questions concerning benefits, retirement, PTO, and all forms of leave including FMLA and short- and long-term disability.

**Talent Support**
Talent Support provides candidate services such as background checks and health screenings. They are also responsible for ensuring payroll deadlines are met for any transactions that are pay impacting, as well as compliance issues such as I-9s. The team supports Managers, Student Hiring roles, and Delegates once a transaction has been initiated.

**Talent COE**

**Recruiting**
Responsible for candidate recruiting, sourcing, job posting, and screening. Provide recruitment services for Academic faculty and staff, Medical Center team members, and all temp, wage, and students.

**Talent Planning & Performance Management**
- Talent Planning – oversees Workforce Planning and New Employee Orientation.
  - Workforce Planning helps with strategic planning, workforce data and analytics, and business continuity/succession planning.
  - New Employee Orientation executes Grounds for Success and UVA Health orientations biweekly. They also provide consultation with leaders on their local onboarding process.
- Performance Management and Rewards & Recognition - Performance Management Consultants help leaders with the Performance Management process and launch the goal-setting and year-end appraisal processes. The Rewards & Recognition team consults with leaders on how to use R&R programs to drive engagement.

**Career Learning & Development (L&D)**
Includes initiatives surrounding career development and training, including the Workday and Netlearning learning management systems. This includes: L&D consultants and their course materials; technical trainers and their development of instructional videos; and Instructional Designers and media development, including eLearning courses.

**Employee Relations**
Provides training and counseling on employee matters, managing the progressive discipline process, conducting investigations, responding to grievances, processing unemployment claims, managing ADA requests and the reemployment process, policy development and interruption, and managing the involuntary offboarding process.

**Dual Career Program**
A resource to UVA HR’s recruitment and retention efforts by assisting spouses and partners of UVA faculty and staff who are seeking local employment. Contact: Carolyn Kalantari, Director. Email: cc9ac@virginia.edu; Phone: 434.924.7577

**Immigration Services**
Foreign National immigration support and resources. Contact: Tim White, Supervisor. Email: tjw5x@virginia.edu; Phone: 434.982.2735

**Impact COE**

**Total Rewards**
A comprehensive program to attract and retain faculty, staff, and team members through competitive pay, benefits, and wellness programs. Includes:
- Benefits plan design and administration (health plan programs, retirement, insurance, and open-enrollment)
- Hoos Well / employee well-being
- Compensation
- Employee Community Resource Program

**Employee Community Resource Program**
Assists UVA employees in finding local resources that help provide basic needs. Can include housing, food, and utilities as well as financial budget counseling.

**People, Data, Technology & Workday**
Provides up-to-date data and accurate data, accessible in multiple ways. This group provides UVA support, including configuration access and issue resolution, for all HR functional areas and services. Includes:
- Reporting
- Operations
- Analytics and Data Governance
- Workday configuration, processes, and reports

**Business Operations**
Helps the University manage risk by creating a comprehensive HR risk framework, measuring HR risks, managing HR regulatory reporting, and monitoring compliance. Includes:
- Accounting and transaction support for HR
- Provide policy creation, guidance, and consulting
- Advise HR teams on compliance and risk management matters
- Provide project management support for large HR projects and process visas.