# 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.

<table>
<thead>
<tr>
<th>Job Title: HR Work Life Analyst II</th>
<th>Job Title: HR Work Life Analyst III</th>
<th>Job Title: HR Work Life Analyst V</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade Level: 56</td>
<td>Grade Level: 57</td>
<td>Grade Level: 59</td>
</tr>
<tr>
<td>Exemption: Exempt</td>
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<tr>
<td>Effective/Revision Date: April 2018</td>
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**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.
- Lead advanced work life program services.

**Core Duties**

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<tr>
<td>Administer child care scholarship program (applications, award notification, applicant assistance)</td>
<td>Conduct formal assessments of work/life and wellness needs</td>
<td>Actively lead and define strategy; engage and work with stakeholders</td>
</tr>
<tr>
<td>Develop systems for gathering data and collect financial, utilization and satisfaction data</td>
<td>Conduct benchmarking research and propose and implement programs through coordination with HR offices and other related entities when appropriate</td>
<td>Project manage a distinct portfolio of work/life programs to ensure program quality, smooth operations, and customer satisfaction</td>
</tr>
<tr>
<td>Develop analysis plans and analyze quantitative and qualitative data within and across work/life programs</td>
<td>Develop and implement annual calendar of offerings for department, coordinating with appropriate contacts and team members</td>
<td>Serve as subject matter expert on family-support services broadly, and key child care issues specifically</td>
</tr>
<tr>
<td>Develop and standard ad hoc programs on utilization and program efficiency and report results in a variety of formats</td>
<td>Request and review proposals from current vendors and potential vendors in response to needs assessments</td>
<td>Conduct research and synthesize knowledge on work/family best practices</td>
</tr>
<tr>
<td>Conduct business process analyses and work with HRIS team to plan corrections and updates, and to develop potential new features</td>
<td>May partner with other offices to leverage existing programs and resources, while identifying new resources and creating programs for unmet needs within designated community</td>
<td>Lead RFP process; negotiate with and oversee external work/life vendors and affiliated partners</td>
</tr>
<tr>
<td>Observe and measure trends related to demand and utilization</td>
<td>Track and measure usage of Work/Life programs and the impact on the community</td>
<td>Identify and address risk management concerns</td>
</tr>
<tr>
<td>Conduct modeling and provide projections for scholarship programs</td>
<td>Contribute to community engagement and development through local oversight/management/support of related programming</td>
<td>Design data-gathering, analysis and reporting approaches and tools</td>
</tr>
<tr>
<td>Create and maintain record of decisions made concerning policy development, policy interpretation, and case-by-case exceptions</td>
<td>Develop, design and maintain web, print and event-based communications for work/life programs and services</td>
<td>Participate in both ad-hoc and ongoing, high-profile groups including task forces, committees, graduate student groups and labor contract negotiation teams</td>
</tr>
<tr>
<td>Provide assistance and counsel to ladder faculty</td>
<td>Provide relevant marketing materials and present at new employee orientation programs</td>
<td>Independently develop and deliver communications</td>
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<tr>
<td>Ensure compliance with University Human Resources policies, procedures, and requirements and applicable legal regulations</td>
<td>Consult to potential faculty in support of recruiting efforts</td>
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## Basic Qualifications
- Bachelor’s degree or equivalent work experience required
- Minimum of 3 years’ of relevant experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 5 years’ of relevant experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 8 years’ relevant work experience

## Additional Qualifications and Skills
- 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
- Master’s degree preferred
- Intermediate to advanced knowledge of Microsoft Office Suite, especially Access and Excel
- Knowledge of statistical software and analysis
- 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

## Physical Requirements
- Work is performed in an office setting
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## Working Conditions
- Work is performed in an office setting
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**Job Family Matrix**

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<tbody>
<tr>
<td><strong>Job Code:</strong> H1060M</td>
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<tr>
<td><strong>Grade Level:</strong> 60</td>
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<td><strong>Effective/Revision Date:</strong> April 2018</td>
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**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 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