Human Resources Liaison Network Administrative Procedure

I. Procedure Statement

Auburn University utilizes a decentralized human resources liaison network program that delivers and supports human resources services at the department and/or division level through designated employees. The Human Resources Liaison (HRL) role is considered to be a partner and collaborator with University Human Resources in human resources service delivery.

II. Procedures

I. Designation

The Human Resources Liaison designation is determined based on structure, need, and position in the Division. Leadership (Dean, VP level) will determine the designated employee and collaborate with Human Resources for the proper role to ensure consistency across the campus.
II. Role Description

The appropriate role description is provided to the HRL and the leadership of the unit as requested. Role descriptions* include:

a. HR Partner Liaison  
b. HR Administrator Liaison  
c. HR Coordinator Liaison

*Role designations are determined based on the structure and need of the position performing the duties.

III. Onboarding of HR Liaison

An Auburn University employee that has been designated as a Human Resources Liaison will be provided information to include the designated role descriptions. The information will vary based on specific responsibilities as the liaison. The Director, HR Services will work directly with the new HR Liaison to assist them with questions and coordination of HR training.

IV. Evaluation & Feedback

The Executive Director, Campus Relations (or designee) will provide feedback to the supervisor of the human resources liaison role (only) prior to the annual performance review. There may be instances that feedback is warranted throughout the performance period. This feedback will include both strengths and opportunities for improvement for purposes of continuous improvement of human resources service delivery.

V. Access to Systems

All system requests for Banner must be made by submitting a request through the Administrative Business Security Request System in Self-Service Banner. Systems needed will vary by department responsibilities. Typical minimum accesses include, HR Banner, Timekeeper, Electronic I-9 and E-Verify, and on-line employment system(s).

VI. Communication Channels

University human resources will communicate directly with designated human resources liaisons through a variety of channels. Channels include HR Connect newsletter, email, meetings, resources website, and phone.

a. HR Connect newsletter – produced by human resources communications to include timely informational items pertinent to human resources services; recipients includes HR Liaisons and HR Generalists  
b. Emails – designated as the official form of communication at Auburn University; HR Liaisons receive email communications from a variety of human resources team members regarding all functional areas; HR Liaisons are also provided pre-communication items as a “heads-up” prior to a broader communication to employees and/or supervisors
c. Informational Meetings – typically held each month (pre-determined dates); other meetings may be determined and planned based on need or topic

d. HRL Resources webpage – located on the University Human Resources webpage, which includes a variety of resources available to human resources liaisons as tools and information in performance of human resources services.

e. Human Resources Liaison Network Advisory Council – a representative group of HR Liaisons to collaborate through discussion of concerns, development of procedures and policies, and serve as a representative of the network.

f. All information is expected to be disseminated timely to the appropriate employees in the designated responsible division and/or department.

VII. Professional Development

Training curriculum TBD through Human Resources Development and external organizations based on role descriptions, curriculum may include the following:

a. Foundational courses

b. Functional courses

c. TBD

VIII. Confidentiality

a. Information and data concerning employees which may come to the knowledge of human resources liaisons, are expected to be held in the strictest of confidence and only used in the performance of duties in delivery of human resources services.

b. Refer to the Information Disclosure and Confidentiality Policy in the Office of Audit, Compliance, and Privacy for detailed information

IX. Attendance

Attendance will be expected at the monthly informational meetings and other meetings, as scheduled. If attendance is not possible at the monthly meetings, there is an expectation for a representative to attend to ensure that the division is represented.

III. Definitions

Human Resources Liaison Network – defined as a collective group of Human Resources representatives located on-campus to liaise and collaborate with central Human Resources in the delivery of human resources services.

Human Resources Partner Liaison role – designated as a full-time, entire HR functional liaison in the execution and delivery of human resources services in the respective division/unit.
Human Resources Administrator Liaison role – designated as a full-time, partial HR functional liaison as a primary responsibility in the execution and delivery of human resources services in the respective division/unit.

Human Resources Coordinator Liaison role – designated as a part-time human resources functional liaison as a secondary responsibility in the execution and delivery of human resources services in the respective division/unit.

Onboarding – defined as the mechanism through which a new human resources liaison acquires the necessary knowledge, skills and behaviors in order to become an effective employee in the execution and delivery of human resources services.

Confidentiality – entrusted with maintaining sensitive and private employee data/information relating to employee and management issues.

IV. Sanctions

Violations of this procedure are to be promptly reported to the employee’s supervisor and will be addressed through appropriate disciplinary action(s).

V. Forms

N/A

VI. Related Information

HRL Network resources webpage: https://www.auburn.edu/administration/human_resources/hrl/liaisons.html
Human Resources Partner Liaison role description
Human Resources Administrator role description
Human Resources Coordinator role description
Human Resource Liaison Resource Advisory Council

VII. History

N/A

VIII. Frequently Asked Questions

N/A