

GODDARD SPACE FLIGHT CENTER

110 OFFICE OF HUMAN RESOURCES

The Office of Human Resources (OHR) provides customer-focused services and programs that position the Goddard Space Flight Center to optimize its most valuable resources - its employees. The OHR provides a wide range of services to the Center's 3,300 civil service employees located in: Greenbelt, Maryland; Wallop Island, Virginia; Fairmont, West Virginia, New York City, New York, and other remote locations. Services include the following: strategic workforce planning and recruitment, benefits, family friendly programs, compensation, career development, employee and supervisory training, succession planning and leadership development, organizational development/change management, awards, performance management, labor and employee relations, and position management. The OHR develops innovative programs/policies to meet the needs of a diverse, highly talented workforce and strives to create and maintain a supportive work environment for all people to achieve success in the Center's mission. All programs are developed consistent with the Center's mission and values and in compliance with government regulations and the Administration's and Agency initiatives.

111 LEADERSHIP AND ORGANIZATION DEVELOPMENT OFFICE

The role of this office is to provide the programs and systems necessary to develop a Goddard workforce with the leadership capability and organizational capacity to accomplish the extraordinary breadth of mission requirements performed at the Center. This Office has responsibility for organizational development and transformation, change management, leadership development, executive development and support of the Senior Executive Service workforce, support to Center diversity management initiatives, and facilitation and teambuilding services. The Office supports other organizations in defining and implementing ways to enhance their organizational performance through understanding of organizational culture, the dynamic interplay of systems, processes, and people, and the opportunities and barriers created by change that align or impede individuals, teams, and whole organizations as they move through transitions to improve the way they work. The Office partners across the Center to deploy existing, and develop new, leadership development strategies and programs, incorporating the strategic needs of the Center so that the aggregate result is a leadership cadre at the Center that understands, supports and embodies Center values and provides leadership through value centered management practices. This Office supports all of Goddard's workforce, however, its primary customer focus is Center senior leadership.

112 WORKFORCE PLANNING AND STRATEGIC SYSTEMS OFFICE

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The role of this Office is to formulate Centerwide strategy for the civil service workforce planning activities. Develops plans consistent with the Center's mission and goals, historical workforce experience, and trends within the workforce. Other major areas of responsibility include: workforce skills/competency management systems, administration of Center FTE ceiling and utilization of nonpermanent workforce; development and publication of workforce demographic data; oversight of human resources information systems; strategic recruitment; development of linkages with Center education programs to enhance the talent pipeline; coordination of internal and external reviews of human resources functions; development of metrics to assess the quality and satisfaction with OHR services; and identification and infusion of best practices from the industry. This Office supports all of Goddard's customers, however, its primary customer focus is Center senior leadership.

113 HUMAN RESOURCES MANAGEMENT SERVICES OFFICE

The role of this Office is to provide support in a broad range of human resources functional areas including: staffing and placement, classification, compensation, position management, employee relations, performance management systems, personnel actions processing, record-keeping, and day-to-day labor relations. Works with all levels of supervisors and managers in identifying and coordinating activities to facilitate effective use of the Center's human resources and to ensure efficient operation of human resources programs and systems with emphasis on developing innovative approaches to delivering human resources management services to supervisors and managers. Provides policy and program development, implementation, and reporting in all of the above functional areas except labor relations. This Office services all of Goddard's customers, however, its primary focus is the line supervisors and managers.

114 CAREER DEVELOPMENT AND EMPLOYEE WORKLIFE OFFICE

The role of this Office is to deliver a broad range of human resources services to employees of the Center. The Office develops and implements programs involving individual employee development, career development, awards and recognition, health/employee benefits, retirement, and family friendly initiatives such as leave transfer, flexible work schedules, teleworking, & dependent care referrals to support the Center's mission to acquire and sustain a vital and effective workforce. In addition, this Office provides a help desk/navigator function to the Center workforce to assist individuals in getting their needs met more easily and quickly by assuring that they are connected to the right human resources services provider the first time. By Memorandum of Agreement with NASA HQs, this Office is also responsible for providing training, development,

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and related services to Headquarters organizations and their employees. This Office also manages training facilities including the NASA Management Education Center, the Learning Center, and on-site computer and general classrooms at Greenbelt, Wallops Island, and NASA Headquarters. This Office serves all customers, however, its primary customer focus is individual employees.