

CITY OF HAMILTON

CITY MANAGER'S OFFICE
(HUMAN RESOURCES DIVISION – HR SYSTEMS & OPERATIONS (LOCATION – 120 KING ST. W., 9th FLOOR))

ORGANIZATIONAL DEVELOPMENT & LEARNING SPECIALIST

SUMMARY OF DUTIES

Reporting to the Manager, Organizational Development and Learning, you will lead the development and implementation of corporate-wide programs and initiatives related to the City's Talent Management Strategy with an initial focus on the organizational performance and learning strategy.

As a facilitator of learning, content curator, information manager and builder of learning communities you will recommend and develop programs and initiatives that support the development of individual capability within the organization aligned to and in support of the City's overall strategy and culture.

GENERAL DUTIES

Develop and implement corporate-wide programs and initiatives that support key career stages and build desired culture of engaged empowered employees delivering sensational service.

Ensure alignment of OD&L (Organizational Development & Learning) program design with City of Hamilton culture values and Learning and Development guiding principles.

Conduct organizational assessment to better understand the issues that are supporting and/or hindering high performance.

Improve and align performance management tools.

Build performance and career coaching competencies of people leaders.
Source, identify and manage approved list of vendors for identified OD&L programming.

Ensure training delivery and development plans reflects a blended, experiential learning approach.

Recommend and act as the subject matter expert for new and emerging technologies to accommodate OD&L needs.

Evaluate the efficiency and effectiveness of City Wide (Corporate) OD&L systems, processes and programs using established metrics.

Develop and deploy change strategies, plans and tactics to increase the speed of adoption and sustain organization wide changes long term.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. A University degree in Human Resources, Organizational Development, Adult Education, Instructional Design or equivalent.
2. Considerable experience in an OD&L Specialist position, or a related field.
3. Extensive experience in an Organizational Development and Learning Specialist role, or a related field.
4. Considerable experience leading and implementing corporate-wide Organizational Development and Learning projects with a proven track record of delivering solutions and results that address the organizations needs and support the achievement of its strategy and culture goals; experience leading programs related to talent assessment, leadership and employee development and succession planning are preferred.
5. Fundamental experience applying Adult Learning Principles and other instructional design tools and methodologies to create leadership and employee development programs and resources that align to the 70/20/10 methodology and delivered in a variety of formats (e.g. classroom, on the job and eLearning).
6. Has in depth knowledge of eLearning software and systems (e.g. Articulate Storyline) used to develop learning materials; also possesses knowledge of learning management systems.
7. Ability to work and multi-task in a fast paced and high pressure environment with accuracy, composure, and adaptability.
8. Strong analytical and problem-solving skills for identifying organizational needs, developing solutions, and logically organizing complex information.
9. Proven project management success with strong track record of on-time, on-budget delivery.
10. Demonstrated ability to applying structured project and change management practices and methodologies with a strong track record of on-time, on-budget and fully adopted delivery; Certification in Prosci Change Management Methodology is highly preferred.
11. Strong interpersonal skills, including the ability to collaborate, influence, resolve conflicts, coach, and work in a team-based environment.
12. Strong organizational skills and time management skills.
13. Strong communication skills; both oral and written.
14. Sound business acumen, and demonstrated ability to establish credibility, trust and partnership at all levels within an organization.
15. Strong working knowledge of Microsoft Software; Word, Excel, PowerPoint, Outlook.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.