

CITY OF HAMILTON

OFFICE OF THE CITY MANAGER

CHIEF OF STAFF – CITY MANAGER'S OFFICE

SUMMARY OF DUTIES

Supports the Office of the City Manager by providing advice and support to the City Manager, acts as a connection between the Mayor, Council, General Managers, and the City Manager's Office staff.

Facilitates effective collaboration between the City Manager and Council and departments. Supports the City Manager in community and government relations initiatives, including developing strong relationships with other municipalities.

Acts as a political advisor to the City Manager, providing advice and recommendations regarding issues, strategies, community, stakeholder, and intergovernmental relations.

This position supervises the staff of the City Manager's Office, with direct oversight of the communications, government relations, and community engagement functions. Liaises with internal administration and members of the public, works with senior leadership teams to address emerging issues and priorities. Manages all financial aspects of the office.

GENERAL DUTIES

Works with the directors within the City Manager's Office to collaboratively manage strategic and effective relations with other governments, public agencies, and partners. Supports the City Manager and Council on intergovernmental and municipal matters.

Provides political strategy for managing diverse issues to maximize the organizations and City of Hamilton's success in achieving and advancing the objectives of the corporate strategic plan.

Responsible for addressing escalating issues within the City Manager's Office and dealing with complex and highly confidential issues.

Ensures a strong development in fostering strong business relations on public and confidential matters with senior administrative officials of the provincial and federal governments.

Act as a key senior advisor to the City Manager and SLT on governmental relations, grants and strategic partnerships.

Coordinates and supports the organization's participation in intergovernmental activities, including meetings with the federal, provincial, and municipal governments.

Develops analysis and makes recommendations on provincial and federal legislative changes that may have implications for the organization.

Identifies and recommends policies, procedures and practices that support and contribute to the implementation of strategic initiatives to meet strategic plans.

Provides political and issues management advice to the City Manager and Senior Leadership Team.

Builds and strengthens partnerships and relations with community groups and maintains regular contact with key

stakeholder groups.

Develops presentations and briefing notes on major issues for the City Manager, Council, and members of the Senior and Corporate Leadership Teams.

Represents the City Manager at meetings, specific events, corporate and/or community meetings as required. Attend meetings with, or in lieu of the City Manager (i.e., Management, Council, or community meetings when necessary).

Coordinates meetings, forums, discussions and special events with key stakeholders to drive policy-oriented solutions to issues and/or address sensitive matters.

Works with the Communications team to develop and implement strategic community relations strategies and outreach. Supports the team with reputation and crisis management by developing tailored communications relevant to impacted stakeholder groups, and to keep stakeholders informed regarding relevant developments.

Manages the communications and media relations strategy for maximum effectiveness.

Monitors and ensures understanding of targeted messaging for internal and external audiences on all platforms.

Advises and monitors on community engagement initiatives and strategies.

Supports the City Manager, Mayor and Councillors in responding to resident inquiries.

Keeps the City Manager informed of emerging issues to be addressed.
Responsible for oversight of the office budget and duties related to the financial reconciliation and reporting.

Ensures staff relay key community concerns to the City Manager and Councillors in a timely manner.

Provides advice, protocols, and recommendations regarding significant community and constituent issues.

Develops, reviews, and refines reports, speeches, briefing notes, presentations, Council motions, and other communications materials.

Informs the City Manager on key Council issues and concerns, key intergovernmental projects, and constituent-related data and trends in order for staff to provide strategic, proactive advice and support.

Works collaboratively with members of the senior and corporate leadership teams to advance the strategic priorities and interests in corporate decision-making processes.

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 major responsibilities of the job.

QUALIFICATIONS

1. Thorough practical knowledge of administrative policies and procedures, business methods, and communications, normally acquired through a degree in a related field, such as political science, business or public administration, plus extensive, progressively responsible related municipal and/or experience from another level of government.
2. Strong political acumen demonstrated by having worked in a political environment such as a cabinet minister's office or a government relations firm would be considered an asset.

3. Demonstrated experience in a role that has responsibility for the oversight of development and implementation of community-based policies, strategies and/or programs.
4. Demonstrated experience in a role that has responsibility for the development and implementation of community-based policies, strategies and/or programs.
5. Must possess sensitivity and understanding of the complexities of working in a City Manager's Office, including the ability to confidently respond to and act on inquiries from elected officials, constituents, and the media promptly and with discretion; deal with issues of a sensitive and/or confidential nature.
6. Highly effective verbal and written communication skills, with emphasis on presenting findings, preparing reports, briefing material, and providing recommendations.
7. Demonstrated ability to effectively communicate with all levels of the organization, and with diverse populations within the community in both verbal and written formats; experience working collaboratively with organizations, clients, and other stake holders. Excellent public speaking skills required.
8. Strong organizational skills including but not limited to planning, prioritizing, time management and the ability to multi-task.
9. High level of comfort interfacing with senior staff and officials, Mayor and Councillors.
10. Possess human relations skills to develop and maintain contacts and deal diplomatically with elected officials, government departments, all levels of staff, and the public. Manage, develop, motivate, and support staff in achieving objectives; and participate as an effective team member.
11. Demonstrated positive and proactive leadership capabilities, adept at leading a group of employees; demonstrated commitment to developing high performance teams.
12. Knowledge and demonstrated skills in the areas of effective project/ change management, performance measurement, policy development, business case development, strategic and business planning.
13. Ability to manage projects against tight timelines.
14. Knowledge of provincial and federal government policies and legislation related to the City's programs.
15. Ability to occasionally work beyond regular hours for Council and special meetings.
16. Ability to travel within the City of Hamilton.
17. Advanced Computer proficiency in Microsoft Office, and related software.

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