

CITY OF HAMILTON

CITY MANAGER'S OFFICE **(TRANSFORMATION DIVISION)**

CHANGE SPECIALIST – TRANSFORMATION OFFICE

SUMMARY OF DUTIES

Reporting to the Senior Change Specialist, the position will contribute to a dynamic team of professionals. The successful candidate will act as the Change Specialist in support of Planning, Permitting and Licensing enterprise project and led by the Transformation Office with the objective of developing and implementing change strategies that will positively affect the implementation of initiatives aimed at Building Back Better and Stronger and to improve the delivery of customer service to enhance public service to the community following the Cyber event.

GENERAL DUTIES

Support the development, implementation, and management of a project specific change strategy by developing strategies and tactical plans and providing support and guidance to process owners and key stakeholders.

Change Management and Communications

Evaluate and apply a structured methodology and develop change management activities.

Develop and apply a change management strategy and associated plan, such as ADKAR, Kotter or AIM, and tools to create a strategy to support adoption of the changes required by the project.

Oversee implementation of project change management activities through the project's Functional Leads.

Manage project communication efforts in conjunction with Corporate Communications.

Design, develop, and deliver communications strategy and plan for both internal and external stakeholders in conjunction with the project's Functional Leads.

Assess the change impact. Preparation of forecasts and evaluation of the actual impact of changes.

Identification of potential risks for resistance as well as development of plans to mitigate.

Conduct impact analyses, assess change readiness and identify key stakeholders.

Work with training and operations to support training efforts.

Conduct needs analysis, provide input, document requirements and support the design and delivery of training programs.

Engage and collaborate within the Department and others in the organization to facilitate significant operational changes as a result of the project that have effective impact and are in alignment with Corporate standards.

Make recommendations to the Senior Change Specialist, on effectiveness of change management strategies and approaches implemented.

Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of projects.

Plan and facilitate meetings, conduct interviews, and run working sessions.

Develop strategic change management recommendations in response to identified process improvements, implementation and potential job assessment and redesign requirements.

Work with teams to analyze, re-engineer and implement streamlined business processes to optimize workflow associated with change management.

Prepare and present reports on efficiency and effectiveness activities and plans to project team and senior levels of staff.

Ensure consistency through the implementation of consistent tools and methodologies while maintaining appropriate documentation which clearly illustrates project progress and success at completion.

Participate in defining change project scope and champion stakeholder needs; Develop comprehensive business requirements and establish key change deliverables and success metrics.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

Perform such other duties as may be assigned, which are directly related to the normal job function.

QUALIFICATIONS

1. Experience related to the duties listed above, normally acquired through the completion of a degree or diploma in Business, Management or other related fields and with certification in Change Management. Candidates with equivalent combination of education and experience will be considered.
2. Experience in managing change management initiatives.
3. Ability to clearly articulate messages to a variety of audiences.
4. Ability to influence others and move toward a common vision or goal. Able to work effectively at all levels in an organization.
5. Flexible and adaptable; able to work in ambiguous situations.
6. Resilient and tenacious with a propensity to persevere.
7. Organized with a natural inclination for planning strategy and tactics.
8. Acute business acumen and understanding of organizational issues and challenges.
9. Experience with large-scale organizational change efforts.
10. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results.
11. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
12. Experience leading public engagement efforts with external customers.
13. Excellent presentation and facilitation skills.
14. Strong leadership, coaching, and performance management skills with the ability to lead teams.

15. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
16. Solid understanding of project management approaches, tools, and phases of the project lifecycle.