

# CITY OF HAMILTON

## CITY MANAGER'S OFFICE

(LOCATION – CITY HALL, 71 MAIN ST. W.)

### SENIOR PROJECT MANAGER, COMMUNITY ENGAGEMENT

#### SUMMARY OF DUTIES

Reporting to the Manager, Community Initiatives, the Senior Project Manager will lead the development and implementation of special community projects and strategic initiatives that build and maintain community relationships as identified through the Community Initiatives section, departmental priorities, Council directions and Our Future Hamilton Community Vision. The Senior Project Manager will be a strategic leader in authentic city-wide community engagement, long-term community visioning, government and community collaboration, relationship and community building, performance measurement, and regular progress reporting to the community.

#### GENERAL DUTIES

Develops, implements, and manages a diverse range of community projects; including coordinating key strategies and internal resources, project scopes and activity work plans, community partnerships, project performance, risk management, and progress reporting, while ensuring that projects are delivered on-time, within scope, and within budget.

Collaborates with a wide range of community partners to create and implement action plans and community-based projects that support the City's mission, vision, and key Term of Council priorities.

Cultivates, facilitates, and maintains relationships across the City's diverse communities by applying an equity, diversity, inclusion, and accessibility approach and asset-based community development practice.

Leads outreach and inclusion efforts by building and strengthening relationships with local community agencies, organizations, networks, multi-sectoral community partners, residents, and traditionally under-represented equity-deserving community members.

Attends and facilitates community events (in-person and online) as a representative of the Community Initiatives unit, Government Relations and Community Engagement Division, City Manager's Office, and City of Hamilton.

Provides strategic community engagement advice and support to corporate-wide cross-departmental teams including the City's Public Engagement Community of Practice.

Facilitates a wide range of community engagement opportunities to foster meaningful city-wide relationship building efforts, enhanced community and government collaboration, and advancement of the City's key priorities, including improved trust and transparency in municipal government.

Provides ongoing support, guidance, and leadership to work cross-departmentally with senior management, City staff, and key community partners to implement identified special community-based projects. Ensures relevant and consistent practices are established and adhered to, including the City's public engagement policy and related guidelines

Develops creative community engagement ideas to promote meaningful and inclusive resident engagement, community collaboration, and a shared vision of public participation. Collaborates in the planning, implementation, and evaluation of City-led public consultation opportunities.

Provides executive support to Volunteer Advisory Committees through the preparation of meeting materials and liaising with appropriate internal City staff regarding committee inquiries and requests. Responsible for providing support in meetings outside standard business hours.

Develops management documents (e.g., RFPs, RFQs, etc.). Retains and manages consultants and associated contractual agreements. Manages all project constraints such as scope, budget, time, and resources.

Leads multi-disciplinary teams of internal/external parties/partners, conducts community environmental scans, and provides advice on new community-based/collaborative projects and funding sources. Participates in continuous improvement and data-driven processes.

Tracks and monitors revenues, expenses, and variances. Provides business cases to support new budget requests through business planning for added resources and support.

Prepares and presents staff reports to Council and Senior Management Team. Similarly, prepares and presents community reports to residents, partners, and key parties to provide updates on achievements, gaps, and opportunities. Represents the Government Relations and Community Engagement division on key internal staff committees and project teams as well as external committees often involving community partners and government counterparts.

Provides advice on project management, business analysis, and consultative guidance on special community projects to the Manager, Community Initiatives, and other senior-level divisional/departmental staff.

Provides people leadership, project management leadership, mentorship, guidance, and supervision to subordinate staff members

Provides ancillary support to other Community Initiatives related projects by coordinating with and supporting colleagues as needed or requested.

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

## **QUALIFICATIONS**

1. Baccalaureate degree in social sciences, public policy, human service planning and/or a related discipline with equivalent combination of education and work experience in government and community services.
2. Demonstrated excellent leadership and experience working collaboratively with diverse multi-sectoral partners including community groups, institutions, businesses, schools, faith-based organizations and other community partners, including ability to support others to achieve shared results.
3. Considerable experience in community engagement, project management, policy development, program evaluation or process improvement is required. A professional credential in public engagement, project management, planning, or business improvement is preferred.
4. Experience leading procurement process, managing third-party contract agreements and writing formal project-related documents is required, such as Request for Proposals (RFPs), Request for Quotes (RFQs), process mapping and concept papers.
5. Demonstrated experience in developing engagement approaches, plans and strategies is required. Familiarity with community engagement best practices and standards is preferred, such as the International Association for Public Participation (IAP2).
6. Demonstrated political acuity, diplomacy, and ability to work with elected and senior government officials.
7. Demonstrated problem-solving capacity and excellent people management skills related to the complexities of working with multiple stakeholders and the ability to relate well to a culturally diverse population.
8. Proven organizational and time management skills including the ability to work with tight deadlines and competing priorities.
9. Excellent communication and report writing skills. Ability to develop and deliver reports and presentations on project status, milestones, achievements, risks and mitigation controls.

10. Working knowledge of relevant software and computer programs such as Microsoft productivity tools, , MS Project and other related programs.
11. Must be available to work evening and weekends as required.

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

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