

CITY OF HAMILTON

CITY MANAGER'S OFFICE (LOCATION – CITY HALL 71 MAIN ST. W.)

PROJECT MANAGER CITYLAB HAMILTON

SUMMARY OF DUTIES

Reporting to the Chief Digital Officer & Director of Innovation and the CityLAB Steering Committee, the Project Manager, CityLAB Hamilton is responsible for the overall operation, strategy, supervision, and program development of the CityLAB Hamilton partnership and program. CityLAB is a partnership between the City of Hamilton and the three post-secondary institutions in Hamilton (McMaster University, Mohawk College and Redeemer University) that brings together student, academic, and civic leaders to co-create a better Hamilton for all. The Project Manager is a key part of the innovation ecosystem within the City of Hamilton in advancing priorities related to partnership development, innovation and collaboration.

GENERAL DUTIES

Collaborate with professionals, academic partners, community members and funding bodies to develop and implement innovative projects to address the City's strategic priorities. Develop new partnerships to advance the interests of CityLAB and the City of Hamilton.

Provide leadership, collaboration and facilitation skills to work cross-departmentally with senior management, City staff and key community stakeholders to implement projects that arise out of CityLAB collaborations.

Develop and track project opportunities within a social innovation lab: build and manage relationships and an ongoing project opportunity database; facilitate project development workshops with City staff, faculty and other stakeholders, track success, and produce final reports.

Act as institutional liaison and project manager for CityLAB Hamilton: develop relationships with post-secondary faculty members related to project opportunities with the City of Hamilton; serve as the bridge between City of Hamilton staff and academic faculty/students to define project agreements and facilitate implementation.

Act as the ambassador for CityLAB: design and deliver presentations to groups of students, faculty and City staff about CityLAB; co-present project opportunities to students and faculty with City staff; regularly communicate CityLAB activities using a variety of communication channels including social media. Coordinate effective communication with elected officials, staff, faculty, students, and community stakeholders regarding CityLAB projects and outcomes.

Build and manage an ongoing project opportunities, facilitate project development workshops and social innovation labs with City staff, faculty and other stakeholders, and monitor success.

Coordinate, animate and manage a network of university / college campus courses, including network engagement events that relate to CityLAB projects.

Analyze data and information and uses analysis to make strategic and program decisions including recommendations to CityLAB Steering Committee.

Supervise Project/Coordinator and Communications and Events Assistant in their duties, providing direction and guidance for their portfolios (e.g. performance management, PADs, goal-setting, coaching, monitoring performance outcomes against goals, team-building); supervise student volunteers and interns as required to support the needs of the program.

Build program capacity by streamlining processes and developing new and adaptive programming to suit the needs of partners.

Serve as Chair for the CityLAB Steering Committee and Program Committee and work strategically with funding partners to align requests and liaise with various senior leadership teams across the institutions.

Manage CityLAB budget and work with funding partners to ensure contributions are received. Monitor revenues, expenses and variances as per City of Hamilton financial processes. Provide business cases to support new budget requests through business planning and annual budget cycles.

Develop management documents (e.g. RFPs, RFQs, etc.). Retain and manage consultants and associated contractual agreements. Manage all project constraints such as scope, budget, time and resources.

Develop and foster relationships with elected officials, faculty, administration, students, City staff, and community leaders.

Write and present reports to Council as required and answer questions from elected officials.

Oversee strategic communications and work with communications staff at each institution as well as with the media to share project highlights and outcomes; serve as spokesperson for media requests.

Lead strategic discussions on the continued evolution of the CityLAB Hamilton, based on knowledge acquired through research, best practices and case studies.

Perform other duties as assigned which are related to the major responsibilities of the position.

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.

QUALIFICATIONS

1. Master's Degree preferred in business, public administration, urban studies or social sciences, with a focus in social innovation, innovation labs or urban sustainability.
2. Demonstrated leadership, collaboration and negotiation skills required to work with professionals, academic partners, and students to develop and implement innovative projects to address the City's strategic priorities.
3. Proven knowledge and experience in social innovation including ability to develop project opportunities.
4. A demonstrated ability to work within a developing program; both independently, showing good judgement and initiative, and as part of a team. Effective organizational skills with a proven ability to provide top quality results with short notice in an ever-changing environment.
5. Excellent interpersonal, facilitation, and public speaking skills. Demonstrated ability to work with stakeholders from the academic, public administration, and post-secondary sectors. Knowledge and/or experience with City of Hamilton departments and programs is considered an asset.
6. Demonstrated direct experience working with and mentoring post-secondary students (post-secondary teaching experience an asset).
7. Proven superior communication skills, verbally, written and visual forms, ensuring the message is clear. Must have experience in writing both detailed reports and summaries for a wide variety of audiences. Must

have excellent presentation and public speaking skills across diverse audiences.

8. Strong interpersonal skills including an ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations and voluntary groups; ability to liaise effectively with the public and elected officials.
9. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision making and problem-solving skills dealing with challenging situations.Experienced in a computer environment. Working knowledge of Microsoft applications, (Word, Excel, Outlook, Power-Point).
10. Flexible work hours as many activities or meetings happen outside of normal working hours. Must be able to manage own transportation for attending meetings and events.

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