

## **CITY OF HAMILTON**

**CITY MANAGER'S OFFICE**  
**(HUMAN RESOURCES DIVISION – HR SYSTEMS AND OPERATIONS – ORGANIZATIONAL DEVELOPMENT AND LEARNING - LOCATION – 120 KING ST. W., 9<sup>th</sup> FLOOR)**

### **MANAGER, ORGANIZATIONAL DEVELOPMENT & LEARNING**

#### **SUMMARY OF DUTIES**

Reporting to the Director, HR Systems and Operations, this role is accountable for leading a team that assesses, develops, implements and sustains corporate-wide initiatives and programs related to the Our People and Performance Plan with an initial focus on the City's Performance and Learning Strategy.

The Manager, Organizational Development and Learning is accountable for setting the direction of the Section bringing forward recommendations to ensure corporate-wide initiatives and programs related to talent management (e.g. including onboarding, performance management, career planning, leadership assessment, learning and development, recognition and engagement) are designed, developed, and deployed in a consistent, sustainable and value-added manner aligned with the City's overall strategy and culture. Additionally, this role is responsible for building and sustaining a work environment and team in which employees continue to be engaged, perform, learn, develop and grow to ensure Organizational/Divisional/Sectional goals are achieved.

#### **GENERAL DUTIES**

Develop and implement a 3-5 year long range plan plus annual workplan for the Section, ensuring it aligns with the Corporate Strategic Plan; Scan the external environment to identify practices that may support the organizational development required to meet future business needs.

Oversee the process of developing, implementing and sustaining culturally aligned, enterprise-wide organizational development and learning initiatives, processes, programs, and resources through to expected business outcomes ensuring on-time, on-budget delivery and of quality that meets program requirements (Programs including onboarding, succession planning, performance management, learning and development, leadership development, recognition and engagement).

Support ODL team to ensure application of 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).

Adept at using 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).

Ensure all Organizational Development and Learning programs and initiatives are linked from a system and design perspective; Provide recommendations for the implementation of initiatives and programs that are required to support organizational development, learning, and talent management best practices.

Attract, engage, develop and retain a high performing, diverse and inclusive workforce; delegating appropriate operational responsibilities to Section employees while providing advice and guidance to ensure divisional/Sectional goals are achieved

Develop and review applicable reports, presentation and documents (i.e. SLT, Council, HRLT etc.) by providing objective/ unbiased advice, options and recommendations on assigned programs and services.

Identify and lead continuous improvement initiatives that results in desired performance outcomes; ensuring Organizational Development and Learning programs, initiatives and services are customer-focused, performance-oriented, cost efficient and effective.

Works across various stakeholder groups up to senior and executive leadership to facilitate all phases of related projects from inception to execution to ensure the success of enterprise-wide change programs and organizational development and learning projects.

Provides functional change management expertise on selected enterprise change programs; Acts as a change champion, utilizing specialized knowledge of change strategies to maximize employee engagement and successfully execute change initiatives in the workplace

Manages the RFP process for the selection of vendors to support OD and learning initiatives and projects and manage vendor relationships once engaged

Supports the work of external consultants/vendors engaged to complete OD and learning initiatives and projects by providing them with internal support and resourcing, facilitating project implementation, and ensuring that follow-up assessments are conducted to evaluate return on investment

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. University degree or equivalent in a related discipline.
2. 10+ years related HR experience at a strategic level.
3. 5-7 years of experience at a managerial level in a related field.
4. Strong business acumen and an ability to learn an organization's needs and anticipate required HR services and associated programs
5. Demonstrated ability to assess learning and organizational development needs, design and develop programs, and successfully deploy programs as designed
6. Proven project and change management success with strong track record of on-time, on-budget delivery
7. Team leadership capabilities, working in a collaborative environment and managing both internal and external vendor relationships
8. Ability to demonstrate highly effective written and verbal communication skills