

CITY OF HAMILTON

CITY MANAGER'S OFFICE **(LOCATION – CITY HALL 71 MAIN STREETWEST)**

PROJECT MANAGER, DIGITAL OFFICE

SUMMARY OF DUTIES

Reporting to the Chief Digital Officer, the Project Manager, Digital Office is responsible for leading corporate projects around digital modernization initiatives within and across the corporation. These initiatives will be strategic in nature, aimed at improving performance, facilitating delivery planning, designing new operating models, diagnosing complex issues, designing solutions, and securing internal support and external partnerships for execution. The Project Manager will be tasked to design, direct and manage processes for innovation and community partnerships that lead to new or improved service levels for the City. This role acts as an innovation agent performing various functions to set the direction for new policy initiatives while collaborating with innovators and key stakeholders throughout the community to ensure successful development and execution of innovation initiatives, policies and programs.

Working with cross functional teams, the Project Manager will be responsible for project development, program delivery, administration and evaluation of corporate initiatives relating to digital modernization, finding efficiencies, and securing resources to execute. The Project Manager will take a leadership role in working collaboratively with staff from across City of Hamilton departments and programs, as well as external stakeholders to identify and develop implementable projects that address key strategic priorities (i.e.: within the City's Strategic Plan, Digital Transformation Strategy and Digital Roadmap). The Project Manager will ultimately be responsible to create, install, gain buy-in for and to execute programs, projects and processes related to digital transformation and government modernization in the corporation.

GENERAL DUTIES

Collaborating with City of Hamilton staff, professionals, external community members, private sector partners, academic partners, and funding bodies to develop and implement innovative projects to address the City's priorities and alignment with the Digital Roadmap.

Act as institutional liaison and project manager for the Digital Office: develop relationships with private sector partners, community members, and institutional organizations; serve as the bridge between City of Hamilton staff and community partners to define project agreements and facilitate implementation and participate in delivery.

Coordinate effective communication with elected officials, staff, faculty, students, and community stakeholders regarding Digital Office projects and outcomes.

Participating in strategic discussions on the City of Hamilton's continued digital modernization and project plans that are based on knowledge acquired through research, best practices and case studies.

Provides consultative support and guidance to corporate committees and project teams as required, including researching, developing and implementing special projects and initiatives that may be cross boundary.

Anticipates, identifies and manages emerging issues and challenges; identifies trends and provides senior level support to the Digital Office to enable informed decision making on corporate direction.

Develop project plans, work break-down structures, and project resource planning including the identification of tasks, estimated costs, schedules, milestones and, team member assignments.

Prepare, manage, and monitor budgets based on corporate policies and guidelines. Provides business cases to support new budget requests through business planning.

Build relationships with key internal and external stakeholders who can support the development and implementation of the strategies and programs to enhance the customer experience.

Provide leadership, collaboration, and facilitation skills to work cross-departmentally with City staff and key community stakeholders to implement community-based initiatives.

Facilitate public meetings, stakeholder consultation, focus groups, and / or internal project meetings / sessions.

Write and present reports for the Leadership Team. Similarly, write and present community reports to provide updates on achievements, gaps, and opportunities.

Participate and regularly act as spokesperson in discussions / presentations to other City departments, committees / Council, other levels of government and agencies, stakeholders, the public and the media. Attend various committee / Council and public meetings as required.

Performs other duties as assigned which are directly related to the 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. Proven knowledge in digital transformation, smart city and intelligent community initiatives.
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 priorities.
3. 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.
4. Excellent inter-personal, facilitation, and public speaking skills. Demonstrated ability to work with stakeholders from the academic, public administration, private sector, and post-secondary sectors. Knowledge and/or experience with City of Hamilton departments and programs is considered an asset
5. 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.
6. Excellent verbal and written English communication skills and ability to relate effectively with peers, all levels of management, business clients, council, government agencies, and the media.
7. Ability to work independently as part of a larger team and to manage a number of projects simultaneously and to meet deadlines.

8. Experienced in a computer environment. Working knowledge of Microsoft applications, (Word, Excel, Outlook, Power-Point)

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