

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(DIGITAL, INNOVATION & STRATEGIC PARTNERSHIPS – 71 MAIN ST. W., 2ND FLOOR)

SENIOR PROJECT MANAGER - STRATEGY, PERFORMANCE & DATA INTEGRATION – NON-UNION

SUMMARY OF DUTIES

Corporate Initiatives is responsible for leading, developing and implementing strategy and performance excellence related initiatives across the corporation. Reporting to the Program Manager, Corporate Initiatives, the position takes a leadership role in working collaboratively with staff from across all City of Hamilton departments to set strategic priorities and illustrate alignment of and progress around related initiatives, illustrate external performance of City services to the public and Council and enhance the use of data in business decisions (including customer satisfaction results and benchmarking data), while supporting quality management and continuous improvement activities. In addition, through collaborating with key internal stakeholders, this position is responsible for building foundational elements around sustainable corporate programming that integrates strategy and performance excellence into Departmental business practices, with the intention of advancing the City's strategy and data capabilities, including supporting information systems to support data driven decision-making, improved organizational performance management practices and a culture of continuous improvement and innovation.

GENERAL & SPECIFIC DUTIES (INCLUDING, BUT NOT LIMITED TO)

Leads, manages and implements multiple strategic and performance excellence related activities, adhering to the principles and standards of sound project management; including development of project scope, project charters, work plans, tracking tools and final reports. Identify, secure and manage resources to ensure project success.

Applies effective organization and change management skills required to ensure success of developing programs showing good judgement and initiative, both independently with minimum supervision, and as part of a team, providing quality results with short notice in an ever-changing environment.

Stays current with strategy, program evaluation, performance measurement and continuous improvement best practices and tools, applying learnings to work.

Researches, recommends, uses and maintains appropriate performance reporting tools (e.g. dashboard visualization tools and supporting process documentation) while acting as the quality reviewer of external corporate performance related reports and external City dashboards.

Plans and facilitates meetings and runs working sessions as required, building strong relationships with all stakeholders.

Anticipates, identifies and manages emerging issues and challenges and provides support to the Program Manager, Corporate Initiatives to enable informed decision making on corporate strategies and evolution of related strategy and performance excellence initiatives.

Assists the Program Manager, Corporate Initiatives with strategic and long-term integrated planning activities as it relates to advancing the City's strategic and data capabilities and aligning strategic and performance excellence related initiatives with other corporate processes.

Leads, coordinates, plans, implements and executes research around best practice reviews and environmental scans to support strategic planning, performance measurement and continuous quality improvement projects, critically analyzing data and information and providing expertise and advice in alignment with corporate needs and priorities.

Conducts and oversees effective communication with elected officials, Senior Leadership Team, leaders across the organization and various departmental staff, resolving conflicts and addressing concerns using good judgement to meet the needs and desires of all stakeholders while ensuring projects are completed in accordance with corporate

goals.

Delivers accurate, timely, strategic, professional reports, presentations and materials for leadership and Council in accordance with City protocols and deadlines. This includes developing recommendations and providing analysis of data, attending public meetings and presenting interpretation of data as required.

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.

Performance Data & Benchmarking

Leads, manages and implements required actions in support of the City's external data performance policy.

Works with Departments and data owners to identify key external performance indicators (KPIs) for the City's external dashboard and for inclusion in other performance related initiatives, including linking to the City's Open Data Program, available benchmarking data (i.e. MBNC), internal dashboards and other performance tools wherever possible, while creating linkages between internal and external dashboards and corporate strategy.

Uses statistical analysis to make recommendations around potential business and continuous improvement opportunities based on city performance data and benchmarks (i.e. Our City Survey results, MBNC data etc), advancing the use of data in decision making processes.

Regularly acts as corporate advocate in discussions on advancing the City's data capabilities and information systems to support data driven decision-making, improved organizational performance management practices and drive a culture of continuous improvement and innovation through analyzing and making recommendations around current and future data related business practices, processes and procedures.

Liaises with Information Technology and the City's Digital Office and Department representatives to facilitate evolving corporate data strategies, discussions, technology use and performance reporting. This could include discussions around data warehouse needs, related standards, policies, procedures and best practices as they pertain to City data capabilities and enhanced data use across the Corporation.

Performs ongoing research into the new and emerging technologies and methodologies as they relate to data management and reporting.

Represents the City of Hamilton in their partnership with corporate wide benchmarking organizations, such as MBNC, acting as the liaison between the benchmarking organization, City of Hamilton participants and City leadership, participating in benchmarking organization committees, meetings and initiatives as required.

Facilitates the meeting of benchmarking organization requirements, assisting and providing guidance to City of Hamilton participants in accordance with the benchmarking organization goals as required.

Ensures accurate data collection to support City participation in benchmarking organizations in accordance with related policies and procedures, ensuring adherence to deadlines and data sharing and public reporting protocols of the City of Hamilton, as required.

Utilizes data analysis techniques for benchmark data, assists in the identification of continuous improvement opportunities for City of Hamilton services and champions discussions around opportunities for benchmarking data integration into City processes with Leadership and City of Hamilton participants.

Researches benchmarking best practices, conducts environmental scans, critically analyzes data and information and provides expertise and advice on appropriate benchmarking opportunities.

Researches, recommends, uses and maintains appropriate performance reporting tools (e.g. dashboard visualization tools and supporting process documentation) while acting as the quality reviewer of City participation in benchmarking initiatives.

Our City Survey (OCS)

Manages and participates in all aspects of the Our City Survey. This includes request, confirm and manage initiative funding and manage procurement processes and vendor relationships, secure commitment from the Senior Leadership Team throughout all stages of the initiative, ensure survey methodologies, data collection, analysis and identification of resulting actions are designed and implemented with sufficient reliability and integrity to afford evidence-based decision making, lead cross-functional corporate work teams throughout initiative, including as part of survey development and to ensure action plans are developed, acted upon and integrated into Departmental continuous improvement initiatives through on-going monitoring and reporting.

Leads and participates fully in strategic discussions on the continued evolution of the Our City Survey, based on knowledge acquired through research, best practices and case studies, in support of broader corporate strategic goals, aligning with other corporate projects, both internal and that engage with the public, around the performance of all City services.

Ensures that survey methodologies, data collection and analysis are designed and implemented with sufficient reliability and integrity to afford evidence-based decision making.

Develops and maintains systems to monitor citizen satisfaction and performance trends, integrating results into opportunities for continuous improvement and innovation and external performance reporting.

QUALIFICATIONS

1. Experience normally acquired through the completion of a post-secondary degree or diploma in the field of social sciences, human services, public/business administration, or considerable experience in performance measurement, process engineering and the management of continuous improvement initiatives. Candidates with equivalent combination of education and experience will be considered.
2. Ability to analyze, lead, develop and implement programs and processes without detailed instruction and supervision, organize and follow through with plans and solve problems and develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning.
3. Highly developed concentration and accuracy skills is required in the completion of research and demonstrated competency to analyze complex problems and issues with above average analytical and problem-solving skills
4. Excellent interpersonal and communication skills (verbal, written and visual forms) with a citizen centered focus and demonstrated ability to deal effectively with elected officials, government departments, all levels of management, staff and the general public.
5. 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.
6. Knowledge of all City businesses, programs and services, local municipalities, provincial and federal governments would be an asset.
7. Demonstrated success with strategic implementation strategies.
8. Practical experience in process improvement or quality management using Lean Six Sigma or similar methodology would be considered an asset.

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9. Thorough working knowledge of Project Management principals and techniques, CAPM or PMP certification is an asset.
10. Solid change management skills with strong ability to design appropriate strategies to achieve desired results.
11. Demonstrated ability to develop and manage budgets and procurement processes, following all City of Hamilton policies and procedures.
12. Demonstrated excellent inter-personal and facilitation skills with a citizen centered focus. Ability to work with a wide variety of people of diverse backgrounds and skill sets.
13. Demonstrated political sensitivity and ability to maintain confidentiality.
14. Demonstrated effective supervisory skills providing work direction related to project delivery.
15. Demonstrated ability to resolve conflicts and concerns using good judgement to meet the needs and goals of corporate strategy and performance excellence initiatives while managing Department expectations and ensuring projects are completed on time and on budget.
16. Proven organizational skills and the ability to work with very tight deadlines and competing priorities
17. Proficient in a digital environment, specifically with Microsoft applications, (Word, Excel, Outlook, Power-Point), Business Intelligence (BI, Power BI, ESRI suite of tools) and data and file sharing platforms and processes (FTPS, SharePoint, MS Teams)

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