

## CITY OF HAMILTON

### CITY MANAGER'S OFFICE

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

### GOVERNMENT RELATIONS & COMMUNITY ENGAGEMENT DIVISION

### SENIOR PROJECT MANAGER, PUBLIC ENGAGEMENT

#### SUMMARY OF DUTIES

Reporting to the Manager, Community Initiatives, the Senior Project Manager will supervise, lead, implement or collaborate on special community projects originating from the Government Relations & Community Engagement division, departmental priorities, and Council directions. The Senior Project Manager will be a strategic leader in long-term community visioning, government/community collaboration, city-wide public engagement, collaborative implementation plans, performance measures and regular progress reporting to the community and internal staff responsible for public engagement and relevant processes.

#### GENERAL DUTIES

Develops and manages identified public engagement projects; including coordinating the implementation of key strategies, continuous improvement, evaluation metrics, project plans, activity planning, risk management and progress monitoring and reporting.

Provides support in the development and implementation of the City's Public Engagement Policy and Administrative Framework including the incorporation of municipal best practices and related stakeholder engagement findings.

Provides strategic public engagement advice and support to corporate-wide cross-departmental teams including the City's Public Engagement Community of Practice, internal public engagement plans, and the City's online public engagement site Engage Hamilton ([engage.hamilton.ca](http://engage.hamilton.ca)).

Provides leadership, collaboration and facilitation skills to work cross-departmentally with senior management, City staff and key community stakeholders to implement identified public engagement-based projects and initiatives. Ensures relevant and consistent practices and processes are established and monitored on a consistent basis.

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

Provides executive support to select 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 stakeholders, community environmental scans, provides advice on new public engagement related collaborative projects and funding sources.

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

Writes and presents staff reports to Council and Senior Management Team. Similarly, writes and presents public engagement reports to residents, partners and key stakeholders to provide updates on achievements, gaps and opportunities.

**Job Description #: A13617**

Represents the Government Relations and Community Initiatives division at key internal staff committees and project teams and on 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 and supervision to subordinate staff, including program coordinator and student intern.

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 stakeholders, community groups, institutions, businesses, schools, faith-based organizations and other community stakeholders, 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 Visio, MS Project and other related programs.
11. Experience working with equity-deserving, racialized and often under-represented communities in Hamilton.
12. 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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