

CITY OF HAMILTON

LAST UPDATED: OCTOBER 17, 2024

CITY MANAGER'S OFFICE

(TRANSFORMATION DIVISION - LOCATION -)

PROGRAM MANAGER, TRANSFORMATION OFFICE

SUMMARY OF DUTIES

Reporting to the Director, Enterprise Portfolio Management, the Portfolio Manager Transformation Office, will contribute to a dynamic management team of professionals. This role ensures that the governance, oversight and strategic direction of city-wide enterprise and transformational initiatives align to the goals of the portfolio, are effectively managed and deliver the expected value. The successful candidate will collaborate across departments to support transformation projects, ensuring they deliver measurable improvements in our customer service experience and help the City to build back better and stronger following the cyber event.

GENERAL DUTIES

Portfolio Management and Governance:

Leads the governance of enterprise and transformational initiatives, ensuring alignment with the city's strategic goals.

Establish and maintain portfolio management frameworks, methodologies, and best practices.

Oversee the prioritization, selection, and approval of projects and programs within the portfolio.

Monitor and report on the portfolio's performance, including schedule, budget, resource utilization, and benefits realization.

Strategic Leadership:

Support the strategic direction of the portfolio, ensuring projects are delivered on time, within budget, and to the expected quality.

Collaborate with key stakeholders and colleagues to define and drive the portfolio's vision and objectives.

Act as a change agent, championing transformational initiatives and fostering a culture of continuous improvement and innovation.

Stakeholder Engagement:

Build and maintain strong relationships with key stakeholders across the city, including department leaders, community groups and staff within the organization.

Facilitate effective communication and collaboration among project teams, departments, and external partners.

Ensure transparency and accountability in decision-making processes and project outcomes.

Risk Management and Compliance:

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Support the identification, assessment, and management of risks associated with the portfolio, ensuring proactive mitigation strategies are in place.

Ensure all initiatives comply with relevant regulations, policies, and standards.

Support the development and implementation of robust change management processes to support the successful adoption of new systems, processes, and technologies.

Resource Management:

Analyse the allocation of resources across the portfolio, optimizing the use of human, financial, and technological assets.

Provide leadership and mentorship to project managers and other team members, fostering a high-performance culture.

Drive continuous improvement in project delivery, leveraging data, analytics, and lessons learned to enhance future outcomes.

Directs work in the Portfolio Management Office. Interface with all workstreams and supporting external consultants to ensure the city's goals and objectives are met. Make adjustments to plans within limits of delegated authority, and escalate as appropriate.

Ensure the vision of Build Back Better and Stronger is inherent in all workstreams, incorporating a customer-centric experience and improved cyber resiliency throughout while using an enterprise lens.

Navigate complex issues to support corporate priorities and initiatives while fostering increased collaboration across city departments.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or College Diploma in various disciplines such as but not limited to Business Administration, Portfolio Management, Engineering, Sciences, Quality Assurance, Operations Management, or related discipline or an equivalent combination of education and relevant business experience will be considered.
2. Experience in public sector procurement, finance, capital and operational budgets.
3. Possesses a demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation and empowerment, demonstrating a commitment to ongoing excellence and continual improvement.
4. Ability to effectively lead/guide a multi-disciplinary team with the ability to motivate and develop team members.
5. Well developed planning, organizational & analytical skills, with developed innovative and solutions-

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oriented problem-solving skills.

6. Knowledge of portfolio, program and project management fundamentals and principles including Project Management Office(PMO) & Quality Management principles and best practices,
7. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in pressure situations.
8. Experience working in a team-oriented, collaborative environment.
9. Exposure to business theory, business processes, management, budgeting, and business office operations, with strong business acumen.
10. Must have an intermediate to advance knowledge of and experience with Word, Excel, PowerPoint and Visio, sufficient to manipulate data, create and write basic reports, and develop presentations.
11. Ability to make sound and logical judgments.
12. Strong interpersonal, written, oral communication skills
13. Strong written skills, most in particular with Council Reports and Business Case development
14. Demonstrated experience with quality management systems preferably in a leadership role.
15. Practical experience in continuous and process improvement using Lean Six Sigma. Lean Six Sigma certification is preferred. Includes experience with ISO 9001 or any other relevant management system standard would be an asset.
16. Practical working experience with documents control systems
17. Practical working experience conducting audits within a quality management system.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.