

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(TRANSFORMATION DIVISION – CONTINUOUS IMPROVEMENT AND CUSTOMER EXPERIENCE - LOCATION – ADDRESS, FLOOR)

SENIOR PROJECT MANAGER, PROJECT CONTROLS (TRANSFORMATION OFFICE)

SUMMARY OF DUTIES

Reporting to the Program Manager Transformation Office, the Senior Project Manager Project Controls will contribute to a dynamic management team of professionals. This role supports the Program Manager in ensuring 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 support collaboration across departments to support transformation projects within the portfolio, 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

Support 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.

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

Use available reporting tools to report on the Cost Performance Index (CPI), Schedule Performance Index (SPI), and other performance metrics commonly used for the monitoring and status of projects/programs.

Update and maintain the Estimate at Completion (EAC).

Cultivate a thorough understanding of the applicable project/program within the portfolio via a critical examination of the contract provisions, scope of work, estimate, and risk profile. With this understanding, develop a Project Controls Plan (PCP) and proceed with the build out of the baseline controls and S curves.

Provides collaboration and facilitation skills to portfolio projects and stakeholders to successfully configure and implement systems.

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

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

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

Demonstrates leadership and guidance, customer focus, innovation/creativity, team advocacy, and commitment to excellence.

Provides project integration management measuring deliverable planning and performance; linking to knowledge areas such as schedule, cost/benefits, risk, scope and project change control.

Anticipates, identifies and manages issues and challenges and provides support to the Program Manager to enable

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informed decision making.

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

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

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

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

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.

Perform such other duties as may be assigned, which are directly related to the normal job function.

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. Requires a strong blend of project management and project controls at the portfolio level. The incumbent will have a demonstrated record of strong project controls, collaboration, project management, team building, change management, self-motivation, and learning.
3. Knowledge of portfolio, program and project management fundamentals and principles including Project Management Office(PMO) & Quality Management principles and best practices,
4. Experience in public sector procurement, finance, capital and operational budgets.
5. 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.
6. Ability to effectively lead/guide a multi-disciplinary team with the ability to motivate and develop team members.
7. Well developed planning, organizational & analytical skills, with developed innovative and solutions-oriented problem-solving skills.
8. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in pressure situations.

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9. Experience working in a team-oriented, collaborative environment.
10. Exposure to business theory, business processes, management, budgeting, and business office operations, with strong business acumen.
11. 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.
12. Ability to make sound and logical judgments.
13. Strong interpersonal, written, oral communication skills.
14. Strong written skills, most in particular with Council Reports and Business Case development
15. Demonstrated experience with quality management systems preferably in a leadership role.
16. 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.
17. Practical working experience with documents control systems
18. Practical working experience conducting audits within a quality management system.