

CITY OF HAMILTON

CITY MANAGER'S OFFICE

DIGITAL AND INNOVATION OFFICE (LOCATION -71 MAIN ST. W., 2nd FLOOR)

MANAGER CORPORATE INITIATIVES

RESPONSIBILITIES

Works with the City Manager to provide strategic leadership around the identification of both administrative and city council priorities. Responsible for leading and managing all aspects of corporate strategic planning including development, implementation, management, regular monitoring and reporting to City Council on progress towards Corporate strategic priority outcomes.

Provides strategic leadership and direction on strategic planning initiatives across Departments to ensure alignment with Corporate strategic priority outcomes, providing advice and support to Senior Leaders, Council and internal/external stakeholders to advance strategic priorities.

Leads, supports and mentors cross-functional corporate work teams, building strong relationships with all appropriate stakeholders, including General Managers, Directors and service Managers from across all City of Hamilton departments, in support of corporate strategic planning with linkages to long range and operational planning, external performance management (including corporate wide customer satisfaction, benchmarking and the City Dashboard), quality management and continuous improvement initiatives.

Engages with leadership, internal staff and external stakeholders and municipal partners, such as the Municipal Benchmarking Network Canada, Ontario Lean Community of Practice and the Municipal Strategic Planning Networking Roundtable, to bring forth recommendations to the City Manager and to the General Managers on how to better deliver services, set corporate strategic priorities and engage citizens in a cost effective, streamlined, customer focused manner, based on best practices.

Champions, leads and supports initiatives that, in collaboration with Corporate Services, support the organization's ability to undertake long range planning activities, along with short term operational planning and budgeting processes, through alignment with corporate strategies, with a goal of being effective and efficient, while looking to control tax increases and ensure minimal impact on the citizen.

Champions, leads and supports initiatives across Departments that focus on advancing the City's data capabilities to support decision-making, organizational performance management and drive a culture of continuous improvement and innovation through facilitating conversations to help identify and interpret performance measures, KPI's, satisfaction results and Levels of Service to illustrate value and positive outcomes for City services, and identifying areas of opportunity for improvement.

Job Description #: A9593

Champions the utilization of Lean Six Sigma principles and the Results Based Accountability methodology across the Corporation by setting strong foundations and providing leadership and support to Departments around continuous improvement and performance measurement activities.

Works collaboratively with stakeholders across Departments, while maintaining accountability to lead and manage all aspects related to the development, implementation and management of a corporate wide external performance program that is linked to other programs such as OpenHamilton, the City's open data program and corporate and departmental data management programs and dashboards (internal and external), including benchmarking programs such as the Municipal Benchmarking Network Canada, to illustrate value and positive outcomes for City services, while identifying opportunities for improvements.

Works collaboratively with stakeholders across Departments, while maintaining accountability to lead and manage all aspects related to the development, implementation and management of a corporate wide city satisfaction program, Our City Survey, that is linked to individual service satisfaction results and continuous improvement processes to achieve positive changes at the service level.

Provides leadership around the corporate wide participation in benchmarking initiatives, including the City's partnership with the Municipal Benchmarking Network Canada (MBNC) program with oversight of the City of Hamilton Municipal Lead, MBNC budget and annual data call processes, linking results to the corporate wide external performance program and continuous improvement processes to achieve a positive impact at the service level.

Champions, leads and supports initiatives that support the development and implementation of a corporate wide quality management framework, including related processes, document control systems and policy development.

Provides direction in the development of corporate standards and methodologies to improve business processes and support quality management, incorporating legal and risk as appropriate.

Manages, leads and facilitates the project management of initiatives via interdepartmental dialogue and collaboration, oversight of resources and ongoing communication to stakeholders.

Ensures change management and communications plans are embedded and implemented as part of initiatives.

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 which are directly related to the responsibilities of the position, assigned by either the direct people leader, City Manager or other Senior Leadership Team member.

QUALIFICATIONS

1. Proven knowledge of management principles, practices and theories in delivery of municipal services acquired by obtaining a university degree in Public Administration, Business or related field from a recognized university, or through a combination of education and related work experience.
2. Demonstrated ability to coordinate and manage multiple initiatives, apply project management principals, theories and methodology and meet tight timelines.
3. Strong leadership, coaching, continuous improvement and performance management skills with the ability to lead teams.
4. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.

Job Description #: A9593

5. Demonstrated skill in business planning and analysis, business case development, data analysis and financial management. Experience in organizational management and/or operational management would be considered an asset.
6. Demonstrated ability to develop and implement new and innovative business initiatives and partnerships including with other staff from across the Department at all levels of the organization or senior levels of government.
7. Ability to implement and lead continuous quality improvement initiatives. Practical experience in process improvement using Lean Six Sigma or similar methodology would be an asset.
8. Ability to implement and lead quality management initiatives. Practical experience in quality management would be an asset.
9. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results
10. Excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
11. Excellent written, verbal, research and presentation skills, with the ability to communicate with all levels of staff, stakeholders, Council and the general public
12. Strong ability to work in a team environment is essential.
13. Possess computer literacy skills utilizing the Microsoft Office Suite of Products including Outlook, Word, Excel and PowerPoint.
14. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.
15. Ability to lead strategic projects and provide guidance, mentoring, strategic and political advice to others on projects having significant Community/Corporate impact
16. Possess the skills to act as a trusted advisor to the City Manager, General Managers and Directors, including the Departmental Leadership Team on organizational strategy, policies, priorities, processes, etc.
17. Serve as Department lead on initiatives which foster/support a progressive culture of engaged and high- performing employees
18. Provide coaching and mentoring to staff across a broad range of skillsets and tasks essential to the development of the organization
19. Highly developed ability to articulate a vision, to lead and inspire others.
20. A flexible, proven leader in staff development, change management and team building with demonstrated previous experience in developing and delivering new opportunities.
21. Highly developed analytical and business planning skills with a proven track record for long term visioning and big-picture thinking.
22. Demonstrated high level of professionalism, significant judgment, critical thinking and relationship management skills. Ability to work independently and with people from all levels of the organization.

Job Description #: A9593

23. Highly developed interpersonal and communication skills, with the ability to problem-solve creatively and build effective working relationships with a variety of stakeholders.
24. The ability to operate with poise, tact and diplomacy and possess a high level of personal integrity.
25. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff, the general public and media.
26. Ability to exercise appropriate judgement and discretion in dealing with confidential and/or potentially controversial information, ability to interact with consultants in a professional, tactful and courteous manner.
27. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and highly developed project management skills.
28. Highly committed individual that will embrace the opportunity to develop new skills and provide insight on the improvement processes to advance the Corporation's effectiveness in the delivery of services.

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