

# CITY OF HAMILTON

## **CITYHOUSING HAMILTON** **(STRATEGY & QUALITY IMPROVEMENT SECTION – LOCATION – TBA)**

### **SENIOR PROJECT MANAGER, STRATEGY & QUALITY IMPROVEMENT**

#### **SUMMARY OF DUTIES**

Reporting to the Manager, Strategy & Quality Improvement the Senior Project Manager, Strategy & Quality Improvement will contribute to a dynamic team of experienced operational management professionals and be responsible for supporting the ongoing development of continuous improvement programming within CityHousing Hamilton with the objective of driving change that will positively enhance performance and services to our tenants.

The Senior Project Manager, Strategy & Quality Improvement will have a demonstrated record of strong leadership and guidance, project management, financial and business planning, team building, contract development and change management.

Possesses a high level of personal integrity and an excellent communicator.

#### **GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)**

Support the development, implementation and management of department wide continuous improvement programs and contract development services by providing support and guidance to process owners and departmental management through the identification of improvement-oriented initiatives and undertaking projects.

#### **CONTINUOUS IMPROVEMENT**

Engage and collaborate within the department and others in the organization to recommend significant operational changes that have effective impact and are in alignment with strategic priorities.

Conduct process audits to document and identify opportunities for operational performance improvement throughout department which may include the preparation of contract specifications, contract management for request for tenders, requests for proposals, and requests for quotations. Related duties may include specification development, bid evaluations, inspections, technical acceptance and technical equivalency evaluations for all types of goods and services used by CityHousing Hamilton.

Make recommendations to the Manager, Strategy & Quality Improvement on services, policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of projects.

Communicate with a wide range of people, from external vendors to internal stakeholders and other City departments such as procurement, legal and finance to investigate and evaluate the need for goods and services.

Recommend new and innovative methodologies, technologies, contract development practices and service delivery methods that are consistent with CityHousing Hamilton requirements for cost efficiency, environmental sustainability and energy efficiency.

Produce analytics, business cases, tracking systems and reports both routinely and on ad-hoc basis

Assist and provide information to various internal departments related to the financial performance and benchmarking of contracts and agreements including assisting with annual budgeting as required.

Ensure consistency through the implementation of consistent tools and methodologies while maintaining appropriate documentation which clearly illustrates project progress and success at completion.

Participate in medium to large-sized strategic projects.

Excellent written and oral communication skills including high level of comfort with legal language normally found in contracts and agreements.

Prepare, review and submit reports to Council and its Committees, department and divisional staff, other departments and external agencies, consultants and the public.

Provide excellent customer service to internal client departments, the operations team and other groups as well as outside vendors and suppliers.

Work 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 other duties as assigned which are directly related to the major responsibilities of the position.

**QUALIFICATIONS**

1. Demonstrated competence in project management, process improvement, business planning, business analysis, fiscal management, performance measurement and evaluation, normally acquired through a degree in business, public administration or related Social Housing experience or discipline pertinent to the job functions combined with project management experience.
2. Experience in managing continuous improvement initiatives.
3. Practical experience in process improvement using Lean Six Sigma or similar methodology required.
4. Possess knowledge and demonstrated experience related to procurement principles, and practices.
5. Must possess above average knowledge of Microsoft Office including Excel, Word and Outlook. Knowledge of Northgate and Asset Planner is an asset.
6. Demonstrated record of strong leadership, coaching and performance management skills with the ability to lead teams.
7. Solid understanding of project management approaches, tools and phases of the project lifecycle.
8. Highly developed analytical, organizational, time management and planning skills.
9. Excellent communication, presentation, report writing and interpersonal skills as demonstrated in previous positions.
10. Must have valid Class G Driver's License.

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

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

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