

## **CITY OF HAMILTON**

### **CITYHOUSING HAMILTON** **(OFFICE OF THE CEO – LOCATION - 55 HESS ST. S.)**

#### **CHIEF PORTFOLIO OFFICER**

#### **SUMMARY OF DUTIES**

CHH is working to strengthen its approach to managing and overseeing its \$3B in physical assets to ensure these are successfully preserved, repaired, replaced, acquired and/or constructed for the benefit of current and future generations of tenants. This is a tremendous opportunity for an inspirational, enthusiastic, and seasoned leader to maximize and strengthen the internal capacity of an organization with a critically important mandate to be part of an effective solution to an ever-changing housing crisis in Hamilton. Reporting to the Chief Executive Officer (CEO), the Chief Portfolio Officer (CPO) is responsible for ensuring excellence in portfolio management is the consistent focus and principle of the work of the Portfolio Management Department.

The CPO will be a visible leader capable of driving excellence by building capacity, resilience, and a positive work culture for an internal team supporting the following areas: Asset Renewal (including Energy Initiatives, Capital Projects (Building Systems & Programs) and Development (Growth & Revitalization). The CPO will provide direct leadership, mentorship, coaching and support to the Managers responsible for delivering services in these areas.

The CPO will also play a critical role as a key thought-partner on the CityHousing Hamilton LEAD team (CHH Leadership Executive and Accountability in Decision-making) to build a culture of data-driven and impactful service, strategic decision making and outcome-oriented thinking. The CPO will work alongside the CEO, the Chief Operating Officer, and the Chief Financial Officer to deliver on the strategic priorities and deliverables established by the Board of Directors in CHH's Strategic Plan framework.

#### **GENERAL DUTIES**

Assume overall accountability for a portfolio of services including:

- a multi-million-dollar, multi-year capital repair and renewal plan;
- comprehensive energy sustainability and conservation initiatives underpinned by a commitment to support the City of Hamilton's Climate Action Strategy and achieve zero emissions by 2050;
- unplanned and emergency capital projects in accordance with funding obligations and/or Board direction;
- various centralized building systems and programs (such as preventative maintenance programs, landscaping, laundry and appliances, elevator service contracts, and many others) in accordance with best practices and principles of property management; and
- Growth and development (such as whole community retrofits and revitalizations, new development, dispositions, and acquisitions), in line with CHH's long-term development strategy.

Contribute to the development and delivery of the strategic plan for the entire organization and, in alignment with strategic plans, lead the Portfolio Management department in the development of its annual business plans and program evaluation.

Support and demonstrate the LEAD Team's sponsorship, commitment, and support for the Tenants First Team (Tenant Advisory Committee).

Ensure tenant feedback and a community-building focus are considered in all services, plans, policies and processes.

Work to position CHH as a leader within the sector in the development and application of best practices related to portfolio management.

Develop meaningful and lasting relationships with key stakeholders and partners, to advance the ability of CHH to meet the physical infrastructure needs of CHH tenants and communities.

Establish a high standard for data and metrics to design, implement, monitor, evaluate and report on business operations strategies, plans and procedures and overall performance.

Set comprehensive goals for ongoing performance and continuous improvement adopting a balanced risk management approach.

Establish departmental policies that promote CHH's culture and vision and advance the priorities of its Strategic Plan.

Build and lead a highly effective team of managers, supervisors and front-line staff to deliver excellence in portfolio management.

Oversee budget and staffing to meet key performance indicators and metrics for the business units.

Prepare and present reports on routine and complex matters to the Board of Directors in accordance with the governance and authority making framework established by legislation and by the City of Hamilton, as the sole shareholder of CHH.

Support the LEAD team and the organization in advancing the interests of equity seeking and deserving groups through the diligent and purposeful application of a diversity, equity and inclusivity approach in policy design and decision making.

Act as a media spokesperson, as may be required.

Act as CEO in their absence.

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 and CHH 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.

## **QUALIFICATIONS**

1. A University Degree in Facilities Management, Public Administration, Planning, Business Administration or certification from a recognized educational institution, CFM designation and/or strong disciplines in Civil Engineering, Mechanical and Building Science Engineering or Architecture. A Project Management PMP designation would be considered an asset.
2. Must have extensive experience and leadership in the planning and delivery of large-scale housing development or revitalization projects, planning & management, operations, performance, and contract management.
3. Must have demonstrated knowledge and proficiency in a range of functions related to residential housing, including capital and asset management, program management, and building community capacity.
4. Extensive and demonstrated experience in leveraging technology, efficient design, or creating or applying best practices to the development and operation of building systems, including mechanical/electrical systems, building automation and security, insulation, roof/wall/ventilation, energy, and structural systems.

5. Must have the political acuity to ensure the political environment is appropriately considered in all components of the problem solving, analysis, decision making, communications and recommendations.
6. Demonstrated effective leadership skills such as long-term visioning and strategic planning, data analysis and critical interpretation, research and financial budget administration and human resource management.
7. Ability to work collaboratively and cohesively as part of an organizational leadership team.
8. Highly evolved communication skills with ability to meet the communication needs of several different target audiences daily.
9. Courage and ability to lead teams through frequent change.
10. Strong interpersonal skills including an ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations and voluntary groups; ability to liaise effectively with the public and elected officials.
11. Demonstrated knowledge of applicable legislation and standards relevant to the maintenance, planning, replacement, acquisition and construction of community housing providers such as the Planning Act, Building Code Act, Electrical Safety Standards Act, Fire Prevention and Protection Act, Residential Tenancies Act, Housing Services Act, Human Rights Code, Accessibility for Ontarians with Disabilities Act, relevant municipal by-laws (including procurement, property standards), etc.
12. Ability to plan, prioritize and manage workloads of personal work and various teams with experience working in a highly regulated and unionized work environment.
13. Excellent research, planning, presentation, and report writing, marketing, financial, administration, revenue generating, project management, communication, and facilitation skills.
14. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
15. Demonstrated financial management skills developing, implementing and monitoring large scale operating and capital budgets.
16. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.
17. Must possess a Class "G" Driver's License valid in the Province of Ontario and be able to maintain same.
18. Access to appropriate and available transportation for use on the job.

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

\* \* \* \* \*