

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (GENERAL MANAGERS OFFICE – LOCATION – 28 JAMES ST. N., 4th FLOOR)

SENIOR PROJECT MANAGER – CONTINUOUS IMPROVEMENT

OVERVIEW

Reporting to the Manager, Human Services Integration, Strategy & Quality Improvement, the Senior Project Manager, Continuous Improvement leads, co-ordinates and manages a broad range of project related activities and programs that will result in significant value for our Department, internal and external clients, and the community. Provides staff leadership on multi-disciplinary project teams towards improved effectiveness, efficiency and public service. Develops, recommends and provides professional advice with respect to process management, quality assurance, business continuity, and program changes of a complex nature requiring an overall Department, Corporate and client perspective. Manages, facilitates and coordinates projects, process improvements, studies, public consultation and communication aimed at advancing the work and mandate of the various Divisions within the Healthy & Safe Communities Department.

The Senior Project Manager will have a demonstrated record of strong leadership and guidance, technical competence, customer focus, project management, business planning, quality assurance, financial management, team building, change management, self-motivation and commitment to results and continuous improvement.

A high level of personal integrity and motivation, and excellent written and verbal communication skills are required.

GENERAL DUTIES / RESPONSIBILITIES

Working in a variety of staff resource configurations, or working as a sole contributor, manages specific projects and investigates assignments such as business process reviews, process improvements or re-engineering, implementation of software to support re-designed business processes, cost-benefit analyses, benchmarking studies, assessment of service delivery compliance with legislated standards, department's performance measurement and monitoring frameworks in service areas that fall under the Department including recreation, Ontario Works, social housing, early childhood services and long term care homes.

Identifies and manages all aspects of assigned projects. Confirms funding and commitment from the project sponsor, stakeholders and project team members.

Thinks creatively with a passion for and thorough knowledge of business process management and improvement.

Ensures the successful delivery of end-to-end projects for our divisional clients, providing them with business solutions which meets their goals and objectives.

Takes a leadership and advisory role in strategic projects and program reviews, business case development, quality assurance, business planning, client relationship management and mentoring of other team members.

Manages changes that impact the project and proposes strategies to the client for resolution.

Provides support to the Manager with regards to the continued development and implementation of quality assurance standards, project methodology and management. Ensures the governance standards and evidence based decision making are adhered to throughout the project life cycle.

Researches and assesses industry and government trends, best practices and impending legislation. Seeks opportunities to align with international standards.

Develops and maintains relationships with divisional clients and supports the Manager to identify and develop new opportunities where appropriate.

Develops and promotes a continuous improvement culture.

Prepares reports and correspondence and makes presentations to senior management, Council standing committees and the general public.

Establishes, maintains and liaises with a network of municipal contacts, and continually liaises with other Divisions and Departments. Leads cross-departmental working groups for complex issues which cross Departmental boundaries. Coordinates Departmental response to Corporate programs and initiatives.

Facilitates public meetings, stakeholder consultation, focus groups, and/or internal project meeting/sessions.

Acts on behalf of the Manager in his/her absence at meetings and for other assignments, as required.

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 normal functions of the job as defined.

QUALIFICATIONS

1. Baccalaureate degree in business, public administration or related discipline pertinent to job functions combined with relevant business or government experience. Postgraduate degree in business or public administration would be considered an asset.
2. Demonstrated skill in business planning and analysis, business case development, project management, data analysis and financial management. Experience in organizational management and/or operational management would be considered an asset.
3. Extensive project management experience, preferably in the area of process improvement, organizational effectiveness, quality assurance and continuous improvement.
4. Proven track record in the successful development and implementation of large-scale and diverse business improvement projects.
5. Thorough knowledge of quality assurance and continuous improvement methodologies and practices.
6. An effective communicator, both orally and written, honed through practical experience.
7. Highly developed ability to articulate a vision to lead and inspire others.
8. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
9. Excellent organizational, time management and multi-tasking skills.
10. Experience in and/or working knowledge of business continuity and contingency planning.
11. Strong working knowledge of process and performance measures and methodologies.
12. Progressive supervisory experience demonstrated through direct or indirect reporting relationships.
13. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.

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