

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (RECREATION DIVISION – LOCATION – 28 JAMES ST. N., LISTER BLOCK 3rd FLOOR)

SENIOR PROJECT MANAGER – DIVISIONAL PROJECTS & INITIATIVES

OVERVIEW

The Community & Emergency Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the Divisional Director of Recreation the Senior Project Manager, Divisional Projects & Initiatives leads, co-ordinates and manages a broad range of project related activities and programs that will result in significant value for the Recreation Division, 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 Recreation Division.

The Senior Project Manager will be responsible for the indoor studies and recommendations review and is the lead for new park development and lease space recommendations. The Senior Project Manager will have a demonstrated record of strong leadership and guidance, technical competence, customer focus, project management, business planning, quality assurance, team building, change management, self-motivation and commitment to results and continuous improvement. The Senior Project Manager will be skilled with report writing, budgeting, financial management and conducting business reviews/feasibility studies in order to determine new ways of generating revenue.

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 investigative 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 Division.

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

Manages monitors and reviews all project financials, project resources and project risk. Recommends procedures, maintains control and monitoring of projects to ensure projects are completed within the required schedule, within the approved budget and spending authority identifying any budget adjustments to the Division Director, Recreation.

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

Ensures the successful delivery of end-to-end, providing business solutions which meets 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 Division Director, Recreation 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 Director of Strategic Services 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 Director 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. Previous related work experience normally acquired through the completion of a university degree in Business Administration, Commerce, Economics or a combination of equivalent education and related relevant work experience. Additional experience and education in Recreation Studies such as Recreation and Leisure Studies.
2. Demonstrated knowledge and proficiency in a range of core functions of the recreation portfolio, including program management for sports organizations, community development, and program development for seniors, aquatics, special needs and fitness.
3. Previous experience in and knowledge of the principles, practices, policies, report writing, feasibility studies and policies and procedures of municipal recreation agreements and budgets.
4. Demonstrated operating and implementation knowledge and experience with scheduling software such as CLASS software or equivalent.

5. Previous experience with the Municipal Benchmarking Network Canada (MBN Canada) and experience with Lean Six Sigma are preferred.
6. 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.
7. Extensive project management experience, preferably in the area of process improvement, organizational effectiveness, quality assurance and continuous improvement.
8. Proven track record in the successful development and implementation of large-scale and diverse business improvement projects.
9. Thorough knowledge of quality assurance and continuous improvement methodologies and practices.
10. An effective communicator, both orally and written, honed through practical experience.
11. Highly developed ability to articulate a vision to lead and inspire others.
12. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
13. Excellent organizational, time management and multi-tasking skills.
14. Experience in and/or working knowledge of business continuity and contingency planning.
15. Strong working knowledge of process and performance measures and methodologies.
16. Progressive supervisory experience demonstrated through direct or indirect reporting relationships.
17. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.