

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HAMILTON FIRE DEPARTMENT – ADMINISTRATION – LOCATION – 1227 STONE CHURCH RD. E., 3rd FLOOR)

SENIOR PROJECT MANAGER, FIRE

The Healthy & Safe Communities 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 possess a high level of personal integrity, technical competence, customer focus, and are an excellent communicator and have an interest in experiencing a challenging, rewarding, enjoyable and fulfilling career. In addition, the Senior Project Manager will have a responsibility for investigating, analysing, recommending and implementing new procedures for improving the division's technical and operational performance.

SUMMARY OF DUTIES

Reporting to the Manager, Human Services Integration, Strategy & Quality Improvement (Healthy & Safe Communities), acts as a dedicated resource to Hamilton Fire Department. The Senior Project Manager, Fire will provide leadership to multi-disciplinary teams in providing long range planning, improved effectiveness and efficiency in the delivery of Fire Protection and Rescue Services. Coordinates, facilitates and manages projects, process improvements, studies, public consultation and communication aimed at advancing the work and the mandate of the Hamilton Fire Department.

The Senior Project Manager, Fire will participate as a key member of the intradepartmental team supporting Healthy & Safe Communities Department priorities. Works across divisions to complete strategic projects focused on service integration, business planning, continuous improvement, performance measurement, quality management and department wide operational planning.

RESPONSIBILITIES

Working in a variety of staff resource configurations, or working as a sole contributor, manages specific projects related to the delivery of Fire Protection and Rescue Services such as business process reviews, process improvements or re-engineering, implementation of software to support re-designed business processes, or process improvements.

Collaborates with other divisions across the Healthy & Safe Communities Department to develop integrated service delivery, business systems with a focus on broader departmental continuous improvement opportunities aligned with departmental goals and targets.

Shares best practices, policies and business processes in Fire with leaders and staff across Healthy & Safe Communities. Participates on departmental initiatives to develop and implement business solutions as part of an ongoing partnership to deliver high quality, streamlined and integrated services across the department.

Provides project management expertise and support to the Fire Leadership Team related to researching, monitoring and assessing Fire Service trends locally, provincially, nationally and internationally in order to provide advice on developing strategies and plans to guide operational needs, operational costs, partnership opportunities and service delivery. Seeks opportunities to align with international standards.

Engages and collaborates within the Fire Leadership team, Manager, Human Services Integration, Strategy & Quality Improvement and others in the organization to recommend significant operational changes that have effective impact and are in alignment with Corporate standard.

Responsible for defining project scope, goals and deliverables that support business goals in collaboration with the Fire Leadership Team and stakeholders. Conducts cost-benefit analyses, benchmarking studies, assessment of service delivery compliance with legislated standards, results-based performance measurement and monitoring frameworks in service areas that fall with the Hamilton Fire Department.

Identifies and manages all aspects of assigned projects. Confirms funding and commitment from the project sponsor, stakeholders and project team members. Ensures the successful completion/delivery of the projects, so that established goals and objectives are met.

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.

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

Manages changes that impact the project and proposes strategies to the Fire Leadership Team for resolution.

Completes studies and reports related to the analysis of services. Prepares reports and correspondence and makes presentations to Fire Leadership Team, Council standing committees and the general public.

Develops and maintains relationships corporately and divisionally and supports the Fire Leadership Team to identify and develop new opportunities where appropriate. Leads cross divisional working groups for complex issues which cross divisional boundaries.

Develops and promotes a continuous improvement culture.

Establishes, maintains and liaises with a network of municipal contacts.

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

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, economics, health administration, public administration or related discipline pertinent to job functions combined with relevant business or government experience. An MBA, 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 procurement, inventory management, organizational management and/or operations management would be considered an asset.
3. Proven experience and knowledge of applicable theories, practices and trends in project management, process improvement and quality systems preferably in the area of process improvement, organizational effectiveness, quality assurance and continuous improvement. This includes an understanding of project management approaches, tools, and phases of the project lifecycle. PMP designation would be considered an asset.
4. Demonstrated ability and experience in defining project scope and champion stakeholder needs; Develop comprehensive business requirements, project charters and establish key deliverables and success metrics.

5. Demonstrated ability and experience in identifying resource requirements related to project delivery, preparing project schedules, and identifying and planning for/mitigating operational risks.
6. Proven track record in the successful development and implementation of large-scale and diverse business improvement projects. Experience leading projects in a unionized environment would be considered an asset.
7. Thorough knowledge of quality assurance and continuous improvement methodologies and practices and practical experience in process improvement using LEAN Six Sigma or similar methodology required. LEAN Six Sigma certification would be considered an asset.
8. An effective communicator, both orally and written, honed through practical experience. Experience interacting with all levels of staff across organizational lines.
9. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills with proven ability to lead, motivate and coach diverse teams to obtain cooperation, instil accountability and achieve results.
10. Excellent organizational, time management and multi-tasking skills.
11. Experience in and/or working knowledge of business continuity and contingency planning.
12. Knowledge and understanding of performance measurement and continuous improvement processes in an operations related environment.
13. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel, Word, Visio and Project. Ability to learn other software programs which may be required by the Division
14. Ability to work outside regular business hours, as required.

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

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