

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(RECREATION DIVISION – DIRECTOR’S OFFICE – LOCATION – 28 JAMES ST. N., 3rd FLOOR

MANAGER, RECREATION STRATEGY & QUALITY IMPROVEMENT

SUMMARY OF DUTIES

Reporting to the Director, Recreation, the Manager, Recreation Strategy & Quality Improvement provides leadership to a multi disciplinary team and has primary responsibility for the development, integration and administration of division-wide strategies, policies, feasibility studies, long range planning and consultation. Responsible for the overall leadership in managing, developing and implementing activities pertaining to strategic and operational planning and continuous quality improvement for the Recreation Division.

Participates in H&SC emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

GENERAL DUTIES

Leads and is responsible for the development, implementation and ongoing updating of performance metrics for the Recreation Division that enhance public trust and confidence.

Leads and is responsible for the development of a quantifiable value for money service model.

Provides leadership on the implementation of Corporate and Departmental initiatives.

Coordinates and manages projects effectively and ensures they are delivered on time, on budget, and to agreed quality standards. Identifies and mitigates project delivery, schedule, and operational risks.

Regularly communicates/interfaces and builds strong relationships with all appropriate stakeholders and project team members.

Manages staffing requirements for organizational unit. Interviews, hires and mentors staff. Supports staff performance objectives, learning needs and career development. Provides opportunities for regular staff input and feedback to enhance management and team performance.

Mentors junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement with open and transparent communication.

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.

Participates in Recreation Leadership Team (RLT) and Extended Management Team (EMT) meetings. Represents the Division at various other committees and multi-departmental projects.

Investigates and presents revenue generating opportunities that are consistent with the strategic direction of the City and the Recreation Division.

Recreation Research

Evaluates industry emerging trends and legislative changes; develops the applicable strategies for consideration. Conducts market research by maintaining a strong professional network to obtain and discuss trends and best practices

Oversees research activities to support recreation programs within Recreation Division.

Oversees the development of appropriate research design and methodology to conduct program evaluation/research.

Facilities program evaluation/research activities including developing reports for dissemination to internal and external stakeholders.

Oversees the development of both quantitative and qualitative analysis of data.

Quality Improvement

Develops, implements and monitors an operational plan that identifies key performance indicators for the operating budget and recreation programs. Responsible for continuous improvement strategies to improve the effectiveness and efficiency of service delivery.

Works collaboratively with other departments and external agencies to analyze demographic and economic trends that will enable optimizing the use of recreation facilities.

Leads the development, implementation and management of a Continuous Quality Improvement program by providing support and guidance to the management team.

Manages the development, design, compilation and provision of all marketing related information and resources. Prepares annual reports on marketing initiatives and strategies.

Composes correspondence and prepares reports related to recreation user fees, research, analysis and budget comparisons management and other divisional staff.

Conducts business needs analysis and provides input and makes recommendations into long term planning for Recreation's current Master Plan Study.

Participates on various corporate and departmental committees and initiatives to represent unit, section, or the division, as required.

Recreation Planning

Provides benefit/cost analysis on a variety of initiatives and develop recommendations for Division's consideration.

Provides professional opinions related to recreation planning by initiating and managing related programs and projects and by managing the review of plans and preparation of reports to Council, its Committees, department and divisional staff, other departments and external agencies, consultants and the public.

Consults with appropriate internal and external stakeholders.

Designs and implements strategies to ensure continuous feedback loops and to ensure Recreational input is considered and addressed in recreation planning initiatives and projects and that the best outcomes for the City are attained.

Represents Recreation on various planning projects with other levels of government, other agencies and special interest groups. Leads and/or participates in community and special project stakeholder project teams to develop appropriate recreation planning strategies, implementation requirements and continuous feedback loops.

Provides professional advice to management staff of other City departments and external agencies on recreation planning and Master Plan Studies.

Acts as a stand in Director on a rotating basis with other members of the Divisional Management Team.

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 and Divisional 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 Corporate, Departmental and Divisional 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. Post secondary education in Business Administration or in a professional discipline pertinent to the job function plus relevant experience, or an equivalent combination of education and related work experience.
2. Extensive professional level experience in business planning, public administration, financial analysis and management practices in a public or private organization.
3. Highly developed analytical and business planning skills with a proven track record for visioning and big picture thinking.
4. Extensive supervisory experience preferably in a unionized environment.
5. Demonstrated ability to develop and support new and innovative business initiatives and partnerships including other City Divisions.
6. Demonstrated ability to manage multiple projects concurrently.
7. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
8. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
9. Highly developed conflict resolution and problem-solving skills.
10. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
11. Excellent verbal and written communication skills to interact effectively with staff, political representatives and community groups.
12. Sound knowledge of legislation, by-laws, and regulations governing relating to municipal infrastructure.
13. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.
14. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
15. Provision of a vehicle for use on the job.
16. High Five Principles of Healthy Child Development Certification considered an asset.

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.
