

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION – BUSINESS OPERATIONS SECTION – LOCATION – 350 KING ST. E, UNIT 110)

SENIOR PROJECT MANAGER, HOUSING SERVICES PROJECTS & INITIATIVES

SUMMARY OF DUTIES

Reporting to the Manager, Business Operations - Housing Services, the Senior Project Manager Housing Services Projects & Initiatives – will provide project management support throughout the Housing Services Division. This role will be responsible for supporting the development of various project charters, critical paths and tracking of implementation milestones. The Senior Project Manager will support various special initiatives within the Business Operations team and Division.

The Senior Project Manager will have a demonstrated record of strong leadership and guidance, customer focus, project management, business planning, quality assurance, financial management, team building, change management, self-motivation and a commitment to results and continuous improvement. The Senior Project Manager will have a demonstrated understanding of public sector project management best practices and the ability to balance courageous change within the framework of public policy.

The Senior Project Manager will implement a collaborative and consultative approach to engage various internal and external stakeholders including Council, staff, and the community using a variety of mechanisms and methodologies. A high level of personal integrity, political acuity and motivation, and excellent written and verbal communication skills are required.

GENERAL DUTIES

Develops project plans, work break-down structures, project resource planning including the identification of tasks, estimated costs, project schedules, milestones and any project team assignments.

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

Develops a best practices guide to project management to support Division wide projects and supporting other Division staff on best practices to review, monitoring and reporting on projects.

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

Thinks creatively, demonstrates a passion for policy development, business process management, co-ordination of the transition from policy to implementation and action, and a commitment to continuous improvement strategies.

Researches and assesses housing and homelessness sector and government trends, best practices and relevant legislation. Seeks opportunities to align with sector standards as applicable.

Provides support to the Manager Business Operations with regards to the continued development and implementation of quality assurance standards, project methodology and management.

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

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

Develops and maintains project budgets, schedules and other planning tools. Prepares regular status reports for the Manager Business Operations.

Establishes, maintains and liaises with a network of municipal and community contacts, and continually liaises with other Divisions and Departments.

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 responsibilities of the position.

QUALIFICATIONS

1. Baccalaureate degree in business, economics, public administration/political science, social policy/planning, or urban/land use planning or related discipline pertinent to job functions combined with relevant business or government experience.
2. Professional Project Management designation and/or Lean Six Sigma certification would be considered an asset.
3. Demonstrated skill in policy development, business planning and analysis, project management, data analysis and financial management. Experience in program development, program delivery, program improvement and operational management specific to the housing and homelessness sector would be considered an asset.
4. Demonstrated experience in the development and implementation of a variety of effective community consultation and engagement strategies.
5. Extensive project management experience, preferably in the area of business/program improvement, organizational effectiveness, quality assurance and continuous improvement.
6. Ability to deal effectively with elected officials, business and community stakeholders, management, peers, and the general public,
7. Demonstrated ability to work independently with limited supervision and in a team setting.
8. An effective communicator, both orally and written, honed through practical experience.
9. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
10. Excellent organizational, time management and multi-tasking skills.
11. Strong working knowledge of process and performance measures and methodologies.
12. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.
13. Must possess a valid Class G Driver's Licence.

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.
