

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION – SPORT SERVICES – LOCATION – 28 JAMES ST. N., 3rd FLOOR)

MANAGER, SPORT SERVICES

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 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 Director, Recreation, the Manager, Sport Services is an agent of change, responsible for the leadership, strategic direction, management and delivery of the sport and community development portfolio across the City. Utilizing a proactive systems thinking/holistic approach, provides oversight to a broad range of sport and community engagement activities and the provision of community based sport, recreation programs and services through community/rural/urban associations and other strategic partnerships. Acting as a catalyst for citizen responsibility, this includes providing expertise to the development and innovative strategies to engage a diverse range of stakeholders, associations and partners, placing a priority on engaging and cultivating community ownership and responsibility to increase community capacity and participation in sport and recreation opportunities. Provides expertise in the development and implementation of a wide range of techniques to support capacity building, organizational development and leadership development for a diverse range of stakeholders.

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

GENERAL DUTIES

LEADERSHIP & MANAGEMENT

Develop the goals and objectives for the Sport Services portfolio across the City, linked to the City's Strategic Plan.

Apply community development planning strategies in the provision of strategic direction, annual and long range business plans, community policy development and professional advice to Recreation Management Team. Represent Recreation on cross branch and cross departmental committees and initiatives related to sport and community development programming and services.

Provide direction, leadership and co-ordination of teamwork; motivate and encourage Sport Services staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation and quality of service.

Lead, oversee and is accountable for day to day operations of the Sport Services teams including maximizing utilization of human resources through prioritization and delegation of workload, coaching, monitoring and evaluating individual performance as well as the effectiveness of the section's goals to maintain and improve service.

Support capacity building, organizational development and leadership development through a wide range of techniques that include training, mentorship and expert advice.

Manage and develop responses to public, media, staff and elected officials' inquiries, issues, concerns and complaints,

resolving matters, including participation in decisions or actions taken.

Prepare, manage, monitor annual operating budgets; prepare variance and forecast reports; direct frontline staff in budget planning, training, and monitoring of operating budgets based on division, department and corporate policies and guidelines.

Prepare corporate reports, briefing documents and correspondence for Director, City Council and Committees ensuring effective briefing, strategic advice, options and recommendations. Perform public relation activities and presentations on behalf of the division as required.

Liaise with internal departments in creating and refining divisional processes and policies related to creating, partnering and evaluating sport and community development program administration.

Liaise with related Provincial, Regional and local agencies ensuring that industry standards and expectations are adhered to. Ensure compliance with all relevant regulations and legislation including City policies and bylaws.

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

Represent the Division in Labour Relations issues including participating in Labour/Management meetings, assisting in negotiations for collective agreements, negotiates grievance settlements, interviews and appoints applicants to staff vacancies.

SPORT SERVICES

Develop, manage and oversee Division strategies related to sport and manage the implementation of new initiatives.

Understand, demonstrate and exert influence by building trusting partnership initiatives focused on sport and neighbourhoods with external agencies and associations using community engagement approaches.

With a commitment to continuous improvement, leads community engagement initiatives and facilitates community development planning using a broad range of engagement tools and methods in order to identify and establish development opportunities.

Manage key sports and community development initiatives by integrating sports programs with community sports groups, schools, community organizations, service groups and special interest groups as well as integrating recreation and leisure services with other community agencies, neighbourhood partners, volunteers and organizations.

Make recommendations for future requirements in playing fields and facility development as they relate to sports activities in consultation with the Facilities & Capital Programs Section of the Healthy & Safe Communities Department.

Work proactively to facilitate recreational opportunities that deliver essential benefits for citizens to come together within and across neighbourhoods and communities.

Conduct research and facilitates focus groups to assess community needs, increase community capacity and participation and provide recommendations on Sport Development opportunities. Align strategic initiatives with future service demands through trends analysis and program reviews focusing on high priority needs.

Provide direction, expertise and advice in sport development programs administration including research working with diverse populations, program standards, program evaluation and performance measures and budget management.

Responsible for the development of the Ice Allocation and Field Allocation policies as well as the overall allocation and scheduling of ice time and playing fields on a large scale including negotiating facility schedules. Administers and oversees service level and contractual agreements with service providers.

Provide entry points and a sense of belonging in the community through collaboration with neighbourhood groups,

assisting with program development and mentoring to assist with the development of recreation programs, alternative service delivery and capacity within communities to build strong neighbourhoods.

Ensure sport and recreation programs are managed effectively to meet the diverse needs of the Community and to deliver on the vision, goals and outcomes including advocating for sport and recreation interests.

Oversee all functions of revenue generation including development and implementation of innovative revenue generating strategies and leveraging activities including partnerships and sponsorships.

Interpret, inform and support community groups through the funding proposal process for other levels of government and other funding agencies. Research other potential sources of community funding and oversee the preparation of funding proposals to obtain grants for special programs either in partnership with other community organizations or as a lead partner.

HEALTH AND SAFETY

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton department and corporate policies and procedures. Ensure that appropriate action is followed for those employees who do not work in compliance with legislation, policies and procedures.

Work 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.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Progressively responsible experience in recreation, sports programming and administration at the Supervisory and Manager level normally acquired through a Bachelor's Degree from an accredited college or university in public administration, sport/recreation/facility management, business administration or a combination of education and related extensive work experience.
2. Demonstrated knowledge and extensive experience in a range of core functions of the recreation portfolio, including community development, recreation administration, sports programming and program management, revenue generation and building community capacity.
3. Experience in motivating, training and supervising staff in a service oriented, politically sensitive environment.
4. Previous experience working with volunteers and voluntary groups/associations.
5. Excellent research, planning, report writing, marketing, financial, administration, revenue generating, supervisory, project management, communication and facilitation skills.
6. Excellent communication skills with ability to communicate to all levels of staff, stakeholders and the general public.
7. Ability to build and manage partnerships in complex, changing environments with stakeholders from various sectors.
8. Ability to direct the delivery of recreation business planning, programs and services for the City by making use of management and leadership skills complemented by an innovative and results-oriented approach.
9. Strong interpersonal skills including an ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations and voluntary groups; ability to liaise effectively with the

public and elected officials.

10. Ability to plan, prioritize and manage workloads of personal work and various teams, experience working in a highly unionized work environment.
11. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
12. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
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.
