

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (RECREATION DIVISION – CITY WIDE SERVICES SECTION – LOCATION – 28 JAMES ST. N., 3rd FLOOR

MANAGER, BUSINESS SUPPORT

SUMMARY OF DUTIES

Reporting to the Director, City Wide Services, the Manager, Business Support 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 performance of the Business Support section and is accountable for coordination and centralization of recreation research analysis, information technology, marketing and recreation planning activities and Divisional food services unit.

GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Business Support section through effective work delegation, and performance management.

Provides leadership, management and accountability for the sectional duties described above including the provision of the following:

- Business plans for Divisional activities in alignment with Corporate, Departmental and Divisional strategic plans.
- Overarching responsibility for operating plans, policy, procedure and protocols required to ensure timely, effective, and efficient delivery of service.
- Operating and Capital Budget coordination, implementation, forecasting and performance management.
- Direct and indirect supervision of the section's staff resources including recruitment, performance development, deployment and succession planning.
- Quality assurance and financial management using appropriate measures and systems.
- Representation, promotion and advocacy for the section's services mandate as required.
- Ensures operational compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines.
- Consultation with client groups to cultivate, support, coordinate and maximize the benefits of Section's services.

Administrative HR Support

Provides management accountability for recruitment and hiring procedures and practices in the Business Support Unit that will result in attracting and retaining the highest qualified candidates for all Recreation positions in conjunction with Human Resources.

Works collaboratively with Human Resources to ensure corporate policies and practices are adhered to.

Recreation Research

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.

Information Technology & Marketing

Develops and implements a marketing strategy for recreation programs. Acts as the key contact for all marketing promotions related to the Recreation Division.

Works collaboratively with other departments and external agencies to analyze demographic and economic characteristics to facilitate marketing strategies.

Oversees the marketing program; research approaches, opportunities, best practices and makes recommendations concerning marketing program changes/approaches.

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 marketing initiatives, research, analysis and promotion for management and other divisional staff.

Oversees projects to initiate and maintain joint marketing initiatives with community and other internal/external stakeholders.

Manages and monitors recreation information technology programs.

Conducts business needs analysis and provides input and makes recommendations into long term planning for Recreation's Information Technology needs in conjunction with the Strategic Services Division.

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

Recreation Planning

Represents the Division on the City's Strategic Plan in conjunction with other Recreation Sections. Responsible for long range planning and implementation of master and secondary plans. Responsible for feasibility studies. Comments on behalf of the division on matters related to planning and provision of leisure and recreation services.

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.

Represents 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.

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. Knowledge of the Ontario Planning Act.
3. Extensive professional level experience in business planning, public administration, financial analysis and management practices in a public or private organization.
4. Highly developed analytical and business planning skills with a proven track record for visioning and big picture thinking.
5. Extensive supervisory and/or management experience preferably in a unionized environment.
6. Demonstrated ability to develop and support new and innovative business initiatives and partnerships including other levels of government.
7. Demonstrated ability to manage multiple projects concurrently.
8. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
9. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
10. Highly developed conflict resolution and problem solving skills.
11. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
12. Excellent verbal and written communication skills to interact effectively with staff, political representatives and community groups.
13. Sound knowledge of legislation, by-laws, and regulations governing relating to municipal infrastructure.
14. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.
15. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
16. Provision of a vehicle for use on the job.
17. 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.