

CITY OF HAMILTON

LAST UPDATED: MARCH 2022

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(GENERAL MANAGER'S OFFICE – LOCATION – CITY HALL)

DIRECTOR, STRATEGIC INITIATIVES

OVERVIEW

Reporting to the General Manager, will be involved in a broad range of activities, ranging from highly-strategic to tactical, and will play a key role in helping the Department focus on and achieve its goals in meeting the growing needs of the residents and businesses of the City of Hamilton.

Provides strategic leadership and effective subordinate management to a workforce engaged in the delivery of services to the Department and to the public.

Working closely with the General Manager and in collaboration with the Departmental Leadership Team, lead and coordinate all employee engagement and workforce development and Departmental continuous improvement initiatives.

Champion critical business development initiatives, key Corporate/strategic initiatives and complex strategic priorities that support the City's Strategic Plan.

Serve as a key advisor providing senior level support, advice and guidance to the General Manager and the Departmental Leadership Team in delivering efficient and effective services and in achieving strategic and operational objectives.

In collaboration with the Department Leadership Team, develop, recommend and implement plans for broad policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

The Director, Strategic Initiatives is privy to highly confidential and sensitive Corporate information and will be expected to adhere to the highest ethical and professional standards.

RESPONSIBILITIES

Working closely with the General Manager and in a manner consistent with the City's Leadership Profile:

- In collaboration with Human Resources provide a strategic approach to leadership and professional development across the Department in support of a high-performing, engaged workforce and an “*open for business*” culture.
- create, develop and promote initiatives to create and maintain a workplace that supports employee engagement, and is conducive to a high level of individual and organizational performance.
- lead strategic projects and provide guidance, mentoring, strategic and political advice to others on projects having significant Community/Corporate impact
- act as a trusted advisor to the General Manager and Departmental Leadership Team on organizational strategy, policies, priorities, processes, etc.
- serve as Department lead on initiatives which foster/support a progressive culture of engaged and high-performing employees
- assist the General Manager in coordinating and holding Directors accountable to People & Performance Plan priorities, leadership profile, culture and shared team goals.

- represent the Department on the Human Resources Policy subcommittee. Review and collaborate with the Departmental Leadership Team in approving HR policy.
- provide coaching and mentoring to staff across a broad range of skillsets and tasks essential to the development of the organization

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

In collaboration with Human Resources plan, manage, develop and deliver key leadership and professional development initiatives to provide growth opportunities for people leaders and individual contributors to enhance the Department's ability to develop its workforce and leadership capacity.

Ensure Departmental workforce planning and succession planning is undertaken to meet current and future business needs and the requirements of the City's Equity, Diversity & Inclusion Policy.

Lead/coordinate annual business planning exercise for the Department

Lead the development, implementation and management of a Department wide continuous improvement program by providing support and guidance to process owners and Departmental management through the identification of improvement-oriented initiatives and undertaking projects.

Lead the development, implementation and management of a Department wide development approvals digital transformation to bring PED services online through an enhanced public portal.

Act as a leadership advisor and resource to the Department Leadership Team and develop an effective leadership infrastructure and a sustainable culture of continuous learning and leadership development.

Develop, deliver and implement models, tools, and training to enhance the organization's leadership capability

Provide effective advice and support to the General Manager, Department Leadership Team, Council, elected officials and internal/external stakeholders to advance strategic priorities.

Recommend Departmental policies, plans and programs based on research and evidence of best practice.

Evaluates and reports on the Departments service performance against internal and external benchmarks.

Coordinate training and development opportunities and utilize talent management and succession planning strategies to ensure that a depth of talent is developed within the Department.

Participate in Departmental strategic planning as a member of the Department Leadership Team.

Collaborate with and support the Department Leadership Team in the preparation of budgets.

Serve as an internal management consultant to Department Leadership Team in the areas of process and operations improvement, industry best practice research, performance monitoring, resource allocation, and statistical analysis.

Have a critical eye for process improvement and promote/pursue/encourage opportunities for continuous improvement across the Department.

Responsible for developing content, agendas and coordinating Departmental Extended Management Team meetings.

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 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 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. Demonstrated experience related to the duties above normally acquired through the completion of a University Degree in a related business discipline such as Commerce, Business Administration or in a discipline associated with service areas of a Planning and Economic Development Department, or an equivalent combination of education and experience.
2. Knowledge of processes and procedures associated with a Planning and Economic Development portfolio, as well as continuous improvement processes and the monitoring and tracking of key performance indicators.
3. Progressively responsible senior management experience in municipal government or closely related work environment.
4. Demonstrated experience developing and implementing strategic and operational plans.
5. Highly developed ability to articulate a vision, to lead and inspire others.
6. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
7. A flexible, proven leader in staff development, change management and team building with demonstrated previous experience in developing and delivering new opportunities.
8. Highly developed analytical and business planning skills with a proven track record for long term visioning and big-picture thinking.
9. Demonstrated high level of professionalism, significant judgment, critical thinking and relationship management skills. Ability to work independently and with people from all levels of the organization.
10. Highly developed interpersonal and communication skills, with the ability to problem-solve creatively and build effective working relationships with a variety of stakeholders.
11. Must operate with poise, tact and diplomacy and possess a high level of personal integrity.
12. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff, the general public and media.
13. Practical experience in process improvement using Lean Six Sigma or similar methodology would be an asset.
14. Computer literacy in electronic mail, Internet, word processing and spreadsheet applications.

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