

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
(LOCATION – 71 MAIN ST. W., 7th FLOOR)**STRATEGIC BUSINESS PLANNING ADVISOR (GENERAL MANAGER'S OFFICE)****SUMMARY OF DUTIES**

Reporting to the Director, Strategic Initiatives, this is a leadership development position that participates and leads a variety of Corporate and Departmental initiatives for the Planning and Economic Development Department.

This position is responsible for assisting the Executive Leadership Associate and the Departmental Leadership Team with strategic planning, business planning & service delivery transformation initiatives occurring across the Corporation, to ensure that the Department is well positioned to provide high quality sustainable services in a fiscally responsible manner well into the future. This position provides leadership, direction, facilitation and advice on overall corporate and departmental strategy; provides oversight, direction, integration and alignment of the Departments policies and practices with corporate processes and related technologies. The incumbent has lead responsibility for project managing and coordinating various strategic initiatives for the City.

A major focus of this position will be on employee engagement and workforce development across the department including leading the work of the Employee Engagement Committee and its various sub-committees as well as leading the work of the Departmental 'Our People Survey' Working Group.

GENERAL DUTIES

Represent the Department in the planning and deployment of various Corporate strategic initiatives including participation on various advisory committees, working groups and project teams.

Identifies and manages emerging issues and challenges; identifies trends and provides support to the Director, Strategic Initiatives and the Department Leadership Team to enable informed decision making on Corporate directions.

Assist the Director, Strategic Initiatives with strategic and long-term planning activities based on research/analysis of initiatives, community needs, Provincial initiatives and legislative requirements.

Initiates, leads and facilitates project management of initiatives via interdivisional dialogue and collaboration, oversight of resources and ongoing communication to stakeholders.

Monitors and evaluates the progress of service delivery improvements, reviews and progress of Corporate priorities, preparing reports and communication to keep the Director, Strategic Initiatives and the Department Leadership Team informed of their status.

Engages staff to develop recommendations on how to better deliver services and implement Corporate priorities.

Works closely with the Manager, Strategy Open for Business & Continuous Improvement to develop continuous improvement programs that drive efficiencies and effectiveness through the use of multiple channels, technology and business process integration.

Leads Departmental Employee Engagement initiatives and chairs the Planning and Economic Development Department's Employee Engagement Committee.

Coordinate Departmental service profiles for all internal and external services using the Municipal Reference Model (MRM). Aligns performance measures (effectiveness and efficiency) against service profiles and participates in corporate service reviews/committees.

Assist with the development and implementation of change management and communications plans for the Department.

Work with the Department Leadership Team to ensure service delivery principles, values, goals and direction as an input into performance management, employee engagement and leadership development programs.

Create service delivery policy. Ensures legal and risk issues are incorporated into the development process.

Actively participates in Departmental Leadership Team meetings.

Writes reports, prepares and delivers presentations, facilitates meetings, and composes correspondence related to major responsibilities.

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.

Undertakes special projects and performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

Proven knowledge of management principles, practices and theories in delivery of Municipal services acquired by obtaining a university degree in Public Administration, Business Administration or related field from a recognized university, or through a combination of education and related work experience.

1. Demonstrated knowledge/understanding of political, citizen and business perspectives, combined with demonstrated ability to coordinate initiatives, manage projects and meet tight timelines.
2. Must have an understanding of Municipal and Provincial legislation, regulatory and policy framework, and administrative functions and responsibilities.
3. Ability to exercise appropriate judgement and discretion while dealing with confidential and/or potentially controversial information, ability to interact with consultants in a professional, tactful and courteous manner.
4. Sound business acumen, and demonstrated ability to establish credibility, trust and partnership at all levels within an organization.
5. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problem solving techniques and highly developed project management skills.
6. Highly effective leadership and facilitation skills, with the ability to multi-task and adapt quickly to change. Fundamental experience applying Adult Learning Principles.
7. Highly committed individual that will embrace the opportunity to develop new skills and provide insight on the improvement processes in order to advance the Corporation's effectiveness in the delivery of services.
8. Must be self-motivating and capable of working independently as well as part of a team. Must excel at planning, organizing and implementing projects.
9. Excellent written, verbal, research and presentation skills and the ability to work in a team environment is essential.
10. Possess computer literacy skills utilizing the Microsoft Office Suite of products including Outlook, Word, Excel and Power Point.