

## **CITY OF HAMILTON**

### **PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT** **(OFFICE OF GENERAL MANAGER - LOCATION – 71 MAIN ST. W.)**

#### **SENIOR PROJECT MANAGER, PERFORMANCE & DATA INTEGRATION**

##### **SUMMARY OF DUTIES**

Reporting to the Manager Strategy and Continuous Improvement, Office of the General Manager, this position will act as the Department consultant and a resource and support for Division Directors across the Department in support of developing performance measurement, continuous improvement initiatives, quality management as well as a robust department wide operational regime with the objective of driving change that will positively affect the performance of the Planning and Economic Development (PED) Department and enhance public service to the community.

This position will lead reviews of moderate to high complexity of interdivisional operational and transactional activities and carry out special reviews/risk assessments as requested by the Manager, or the Director Strategic Initiatives.

This position will support the continuous improvement and performance measurement activities at the General Manager / Division Leadership Team level and support the Directors in achieving their Division workplans with respect to continuous improvement and performance measurement.

This position will work with the Manager to establish, monitor and report on departmental KPI's and metrics to the Directors and General Manager and Committees of Council.

Co-ordinates administrative activities within the Division as directed and follows-up on outstanding matters as needed.

##### **GENERAL DUTIES**

Support in leading the development, implementation and management of a Department-wide process improvement program by providing support and guidance to process owners and Directors through the identification of improvement oriented initiatives and undertaking projects.

Conducts reviews of Departmental activities to determine the efficiency and effectiveness of the practices and standards implemented by management to ensure achievement of Departmental goals and objectives using appropriate audit techniques and experienced judgment to resolve issues and makes improvement recommendations to Manager and Director, Strategic Initiatives to be implemented by the divisions.

Oversees the development and administration of a reporting program to document and identify opportunities for performance improvement throughout the Department and makes improvement recommendations to Management on all Departmental processes, policies, programs and identify opportunities for cost-reduction.

Makes recommendations to the Directors respecting key performance indicators (KPIs) important to the Department, Corporation and industry with an emphasis on dashboard style reporting. Researches, recommends, uses and maintains Business Intelligence tools and data sharing platforms to create materials (e.g. balanced score card, work progress tracking tables, charts) to communicate performance expectations and results to both internal and external audiences. Creates linkages between internal and external dashboards wherever possible.

Develops and implements a performance standard for the departments as directed by Management and recommends related monitoring KPIs through AMANDA to determine strengths and needs of staff, to identify training needs and goal setting measures to reach optimal performance levels. Includes oversight of development of performance indicator tools.

Uses statistical analysis to make recommendations for business opportunities, enhanced services, process improvements and implementation.

Conducts research to determine methodological approaches, documents models, and designs and develops divisional data models to support Department objectives and activity requirements.

Synthesizes analytical outputs and materials to produce reports. Creates and contributes to reports for internal and external use (e.g. Council reports, memorandums, website materials) to communicate performance, financial, staffing levels and other PED related activities for the purpose of sharing with internal and/or external persons/groups.

Provides input for and maintains components of Departmental and related datasets. Determines technical requirements to assist with evolving data needs. Liaises with Information Technology Services to implement technical solutions that facilitate evolving data needs and performs related duties, as assigned.

Is accountable for meeting project specific objectives through effective and efficient planning using a risk approach with a strong emphasis on serving the interests of the City in all audits, analyses, reviews and projects undertaken.

Where directed, works with all levels of management to ensure that changes and recommendations are implemented.

Supports Directors and Divisions in analyzing, re-engineering and implementing streamlined business processes to optimize workflows.

Meets with internal (Divisional, Departmental, Corporate) and external stakeholders and industry contacts (e.g., area municipalities, consultants, professional organizations) to acquire data and communicate on PED data and information related to benchmarking and other service delivery indicators.

Plans and facilitates project-related meetings, interviews, and working sessions.

Regularly communicates/interfaces and builds strong relationships with all appropriate stakeholders and project team members.

Collaborates with all the divisions in PED to develop multi-divisional data models using temporal and spatial analysis methods and tools to analyze data in support of process development and implementation (e.g., business process, benchmarking, performance timelines, efficiencies). Performs comparative analysis with indicators published by agencies, associations or different levels of government (e.g. MBN Canada).

Provides input into the Departmental training plan by identifying and assessing areas of improvement, needs and skills requirements.

Leads and coordinates assigned projects adhering to the principles and standards of sound project management including development of project scope, project charters, work plans, tracking tools and final reports.

Writes and presents reports to Council or Committees thereof as directed.

Participates in the overall planning, coordination, decision making and creation of the Departmental annual work plan.

Liases and consults with Advisory Committees and Council as directed.

Routinely deals with Directors, managers, PED staff and other municipal staff. Occasionally interacts with elected officials, other external agencies, builders, developers, and the general public. Expected to use communication skills to obtain the information from individuals beyond sphere of influence.

Drafts, creates and periodically presents presentations as directed.

Works independently with minimum supervision on multiple activities within the Division and the PED Department, ensuring deadlines are adhered to, established procedures are followed and follows-up on outstanding issues as appropriate.

Works independently on general tasks, using Divisional, departmental and general corporate policies and standards as references.

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 related to the responsibilities of the position.

## **QUALIFICATIONS**

1. Ability to apply knowledge and theories of business administration and/or audit theory, normally acquired by obtaining a post-secondary degree in public/business administration, or other related field. Candidates with equivalent combination of education and experience will be considered.
2. Ability to deal effectively regarding sensitive or confidential matters with tact, discretion and diplomacy with elected officials, representatives of other levels of government, management, peers, staff and the general public.
3. Ability to lead, develop and administer a departmental innovation process without detailed instruction and supervision, organize and follow through with plans and solve problems and develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning.
4. Ability to perform process reviews without detailed instruction and supervision, organize and follow through with plans and solve problems and develop suggestions through the application of innovative and creative thinking, analytical skills and sound reasoning.
5. Highly effective verbal and written communications skills with particular emphasis on presenting findings, preparing briefing material, and providing advice on various control and risk assessment strategies and processes.
6. Knowledge and understanding of performance measurement, continuous improvement processes, statistical analysis and benchmarking.
7. Practical experience in process improvement or quality management using Lean Six Sigma or similar methodology would be considered an asset.
8. Will possess a demonstrated record of technical competence, customer focus, innovation/creativity, team advocacy and commitment to results.
9. Ability to adapt to unique or changing situations and adjust audit scope and work methods accordingly

10. Proven understanding of municipal services and municipal relationships within the city and within other levels of governments and agencies
11. Highly developed concentration and accuracy skills is required in the completion of research and demonstrated competency to analyze complex problems and issues with above average analytical and problem solving skills
12. Demonstrated ability to maintain confidentiality, exercise good judgment and discretion in dealing with sensitive information Demonstrated tact, diplomacy and professionalism, personal integrity, and sound interpersonal skills; development of best outreach practices; high level of sensitivity to people representing various cultural, ethnic, and religious backgrounds are considered assets.
13. Highly effective facilitation, presentation, conceptual problem-solving and education skills as required to run training sessions and to facilitate learning and focus sessions with the ability to multi-task
14. Solid understanding of project management approaches, tools, and phases of the project lifecycle.
15. Demonstrated ability to provide effective, efficient and superior customer service
16. Must be able to work on complex matters and meeting tight deadlines repeatedly daily
17. Must be self-motivated and capable of working independently, or as part of a team.
18. Familiarity using Business Intelligence tools and data sharing platforms (i.e. BI, Power BI) would be considered an asset.
19. Intermediate knowledge of Microsoft Office software (Outlook, Word, Excel, Visio, Project, SharePoint and PowerPoint). Working knowledge of the AMANDA software application would be an asset

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