

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(LOCATION – LISTER BLOCK, 2ND FLOOR ANNEX)**

SENIOR PROGRAM MANAGER – MARKET, PROJECTS AND INITIATIVES **HAMILTON FARMERS' MARKET**

SUMMARY OF DUTIES

Reporting to the Chief Corporate Real Estate Officer, Planning and Economic Development, this individual will assume lead accountability for the Hamilton Farmer's Market. In addition to being responsible for the on-going operations of the Market and its staff, the role will primarily focus on the implementation of the new Market Vision and Guiding Principles, and changes resulting from the outcome of the Governance Review. The position will provide support to corporate Board of Directors meetings, and through direction from the Market Board of Directors, research, undertake stakeholder engagement and consultation, collaborate with staff, other Divisions, Departments etc. to deliver on the strategic objectives and priorities of the Hamilton Farmers' Market.

Utilizes a demonstrated record of strong leadership and guidance, technical competence, customer focus, project management, business planning, quality assurance, financial management, team building, change management, self-motivation and commitment to results and continuous improvement with a customer-centric focus.

Recommends Policy and improvement strategies in the delivery of various programs, and service activities.

RESPONSIBILITIES:

Leads the continuous operations of the Hamilton Farmers' Market

Responsible for co-ordinating all aspects of continuous improvement initiatives specific to the Hamilton Farmers' Market (HFM) – with a focus on the implementation of the Vision and Guiding Principles, and outcome of governance review - providing confidential program support by leading and tracking projects through indirect reporting, plans and action items to ensure that deadlines or milestones have been met and ensures that the project expenditures are controlled and maintained within approved budget limitations.

Provides leadership in business case development and planning. Develops and clearly communicates operational and administrative expectations for the project team(s) and consultants. Schedules, attends and leads project team meetings. The Program Manager will have a demonstrated record of project management, leadership, strategic guidance, good judgement, consensus building and commitment to results and continuous improvement.

Assumes lead accountability and responsibility to oversee, undertake and coordinate the timely delivery of studies, public consultation, including effective strategies to respond to emerging issues and priorities as assigned by the Director.

Works with Division and Departments in the coordination of Committee and Council reports including scheduling and tracking of report preparation, setting up required preparatory meetings and review of staff reports in coordination with the Director's Administrative Assistant.

GENERAL DUTIES

Responsible for developing, maintaining, administration, and management of policies, process and procedures to support priorities of the Hamilton Farmers' Market.

Exercising public relations skills and political acumen, judgement and insight, is adept at writing Committee, Council and other reports and executive summaries as assigned .

Deals with confidential and sensitive information and provides strategic advice on various Change Initiatives.

Leads the Hamilton Farmers' Market transition strategy from planning to implementation and ensures coordination through the responsible Manager(s) and Sections across the organization. Monitors the project(s), assignments, operating plans, policy, procedure and protocols required to ensure timely, effective, and efficient delivery of service. Includes tracking of projects (e.g., Gantt Charts, Excel Spreadsheets etc.) from initiation to final completion e.g. Council reports, project completion, etc.

Maintains appropriate documentation which clearly illustrates project progress and success at completion and provides a monthly progress report to the Hamilton Farmers' Market Board at monthly meetings.

Coordinates and manages projects effectively and ensures they are delivered on time, on budget, and to agreed quality standards.

Provides strategic communications support to the Director receiving and answering enquiries from staff, the public, builders, developers, etc. and will draft responses for the Director or send them on behalf of the Director as assigned coordinating communication initiatives and response.

Develops and promotes a continuous improvement culture, by recommending policy and improvement strategies in the delivery of services to meet mandated goals and objectives and monitors outcomes.

Establishes, maintains and liaises with a network of municipal contacts, and continually liaises with other Divisions and Departments. Leads cross-departmental working groups for complex issues which cross Departmental boundaries. Coordinates Departmental response to Corporate programs and initiatives.

Works closely with the Quality Management and Process Analyst staff across the corporation to establish strategies to improve effectiveness and efficiencies in delivering services to meet mandated goals and objectives. Including documentation of Standard Operating Procedures (SOPs).

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

QUALIFICATIONS

1. Ability to apply superior knowledge of and experience in leadership, communication, and project management, normally acquired by obtaining a post-secondary degree in Public Administration/Policy, Planning, Business, Engineering or Project Management or another related field. Candidates with equivalent combination of education and experience will be considered.
2. Must be self-motivated, with the ability to work with a high degree of independence to initiate and complete work assignments, set above average standards, lead by example, and to work on multiple tasks.
3. Must have strong organizational, time management and multi-tasking skills and able to work on complex matters.
4. Ability to facilitate project teams, providing focus, direction and ensuring deadlines are met.
5. Intermediate knowledge of Microsoft Office XP software (Microsoft Outlook, Word, Excel and PowerPoint). Ability to manipulate data within Excel spreadsheets.
6. 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.

7. Demonstrated ability to foster the customer focused culture with innovation/creativity, team advocacy, empowerment and staff support, leading to proven service excellence.
8. Highly developed inter-personal, conflict resolution, problem solving and negotiation skills. Able to build positive relationships and partnerships and work collaboratively to achieve shared goals and positive results, with a view to seek positive customer service and/or continuous improvement opportunities.
9. Demonstrated agility and ability to act quickly and strategically under pressure and in times of ambiguity and change. Must have the above average analytical and problem-solving skills.
10. Must have a proven record of customer focus, innovation and creativity, team advocacy and be committed to achieving results.
11. Highly developed interpersonal skills with the ability to interact and communicate within a team environment with diplomacy and professionalism.
12. Excellent verbal and written communication and active listening skills, adapting content, style, tone, timing and medium of communication to suit the target audience's language, cultural background, and level of understanding.
13. Possess an orientation towards public service - experience in the municipal environment is an asset.