

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(GENERAL MANAGER'S OFFICE– LOCATION – 71 MAIN ST., W., 7TH FLOOR)**

MANAGER, STRATEGY, AND CONTINUOUS IMPROVEMENT

Summary of Duties

Reporting to the Director of Strategic Initiatives – in the General Managers Office, the Manager provides strategic leadership and effective subordinate management to a workforce engaged in the delivery of services to the public.

Recommends strategies in the delivery of these services to meet mandated goals and objectives. Will assume the lead accountability for establishing and achieving Departmental goals and objectives through the effective and efficient use of management skills, financial and staff resources. Uses a 'best practices' approach in developing and delivering quality services in a timely and cost-effective manner. Instils a customer service focus in the Division.

Seeks continual improvements to ensure that residential, business, commercial, industrial and development sectors find themselves in a 'preferred' environment within the approval process recognizing municipal competition along with customer timeline and financial pressures.

Responsible for co-ordinating the reports on the Departments service performance against internal and external benchmarks.

Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team building/team advocacy, empowerment and staff development and is results oriented.

Responsibilities:

Strategic Planning

- Lead the development, implementation and management of strategic and operational processes within PED.
- Make recommendations to the Director, on policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

Continuous Improvement

- 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.
- Conduct process reviews to document and identify opportunities for performance improvement throughout the entire portfolio of PED.
- Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of breakthrough projects.
- Establish justification for Continuous Improvement efforts and link to Divisional Operational Plan objectives, Departmental Business Plan objectives, and the City's Strategic Plan.

- Prepare and present reports on efficiency and effectiveness activities and plans to Council and senior levels of staff.
- Maintain appropriate documentation which clearly illustrates project progress and success at completion.
- Participate in medium to large-sized strategic projects. Analyze, re-engineer and implement streamlined business processes to optimize workflows.
- Participate in defining project scope and champion stakeholder needs; Develop comprehensive business requirements, project charters and establish key deliverables and success metrics.
- Identify and mitigate project delivery, schedule, and operational risks.
- Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members
- Act as the lead and champion for developing a Culture of Continuous Improvement across the Department

Performance Measurement

- Make recommendations to the Director respecting key performance indicators important to the Department with an emphasis on dashboard style reporting
- Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services based on verified data testing.
- Develop and deploy key performance indicator (KPI) metrics and ensure ongoing tracking, and implementation of corrective actions.

Quality Management

- Lead the development, implementation and management of a Quality Management framework and program for the PED Department
- Provide leadership relative to quality management initiatives throughout the PED Department acting as internal consultant for the development of documents control systems, policy development and assisting Divisions as representative of the General Managers office
- Develop framework for the implementation of quality management style processes throughout PED
- Initiate, deliver, and maintain a comprehensive set of operating procedures system for PED.
- Develop internal audit system to ensure compliance with regulation and conformance with quality management framework

Operational Planning

- Lead the development of a framework for annual operational planning throughout PED
- Works to ensure operational planning serves the purposes of the various operations across PED
- Develop reporting mechanisms to ensure operational planning is easily monitored and managed
- Mentor junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement with open and transparent communication.
- Participate in status meetings, report on status, and communicate status as appropriate.
- Identify, analyze, and escalate any issues, risks or changes as required.
- Assist in the Preparation & Monitoring of the operating budget for the Department in accordance with established procedures.
- Assist and participate in the development and preparation of the capital budgets for the Division in accordance with established corporate and divisional procedures. Recommend future budget appropriations.
- Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Open for Business and Continuous Improvement

- Train and advise staff in work, responsibilities and department by-laws, policies and procedures, and other applicable law relevant to Continuous Improvement and Open for Business.
- Support the work of the Council's Open for Business Sub-Committee through assisting in agenda setting, report preparation and presentations.
- 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.
- Liaise with staff, other departments, the public and outside agencies in response, in writing or orally, to inquiries and complaints from elected officials, lawyers, architects, engineers, contractors and the public.
- Assist to resolve issues which may develop between staff, applicants, and the public and acts as an intermediary at the request of the Senior Staff.
- Establish and maintain an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, various levels of Council.
- Support the Open Data Program and leads Departmental Open Data initiatives.
- Develop and cultivate strong City relationships, with external stakeholders.
- Perform such other duties as may be assigned, which are directly related to the normal job function

QUALIFICATIONS

1. Progressively responsible management experience and demonstrated experience related to managing business and/or public administration, normally acquired by a College Diploma/University Degree in Business/Public Administration or a related field with progressive experience or equivalent combination of education and relevant work experience or disciplines pertinent to the job functions.
2. Highly developed analytical and business planning skills with a proven track record for long term visioning and big picture thinking.
3. Familiarity with the Development Planning process would be an asset.
4. Demonstrated experience leading in an operational environment.
5. Demonstrated experience developing and implementing strategic and operational plans.
6. Lean Six Sigma certification is preferred.
7. Practical experience in process improvement using Lean Six Sigma or similar methodology preferred

8. Conflict resolution and mediation skills.
9. Highly developed ability to articulate a vision to lead and inspire others.
10. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
11. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results
12. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
13. Excellent presentation and facilitation skills.
14. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
15. Strong leadership, coaching, and performance management skills with the ability to lead teams.
16. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
17. 18. Understanding of project management approaches, tools, and phases of the project lifecycle
19. CAPM or PMP certification is an asset.
18. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.
19. Thorough knowledge and understanding of statutes, policies.
20. Possess a demonstrated record of strategic leadership, innovation / creativity, team and project management, staff delegation/development and results oriented empowerment.
21. Ability to lead and inspire others within and outside the corporation.
22. Excellent interpersonal skills and ability to deal with elected officials, community organizations, representatives of other levels of government, corporate management, peers, staff and the general public.
23. Ability to proactively identify and implement customer service initiatives.
24. Demonstrated ability to act independently with strong problem solving and decision-making skills.

Salary:

Salary Level 8

Hours:

35 per week

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