

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT **(TOURISM AND CULTURE DIVISION – TOURISM & EVENTS – LOCATION – 28 JAMES STREET NORTH, 2ND** **FLOOR**

SENIOR PROJECT MANAGER – MAJOR HOSTED TOURISM EVENTS

OVERVIEW

Reporting to the Manager of Tourism and Events, the Senior Project Manager, Major Hosted Tourism Events will lead a multiple disciplined team of internal and external stakeholders when managing the planning and execution of Major Hosted Tourism Events such as the 2023 Grey Cup Festival and the 2024 Canadian Open. This position is also responsible for planning and implementing logistics in support of the annual CP Holiday Train event and managing select City of Hamilton contracts and agreements with service providers for the delivery of annual large-scale, outdoor civic events such as Canada Day Celebration and Fireworks at Bayfront Park, Victoria Day Fireworks at Dundas Driving Park, and the Christmas Tree of Hope at Gore Park.

The Senior Project Manager, Major Hosted Tourism Events will have a demonstrated understanding of the scope and contribution of sports and culture tourism to a city, combined with a record of strong event management, project management, community engagement and consultation experience. The Senior Project Manager will provide leadership to multi-disciplinary staff and community-based event and project teams. The Senior Project Manager will have a record of strong leadership and guidance, customer focus, business planning, quality assurance, financial management, team building, change management, self-motivation and a commitment to results and continuous improvement.

The Senior Project will implement a collaborative and consultative approach to engage various internal and external stakeholders including Council, staff, and the community using a variety of mechanisms and methodologies.

GENERAL DUTIES

Identifies and manages all aspects of assigned tourism and municipal events including the planning and delivery of projects, as assigned.

Develops project plans, work break-down structures, project resource planning including the identification of tasks, estimated costs, project schedules, milestones and any project team assignments.

Manages monitors and reviews all project financials, project resources and project risk. Recommends procedures, maintains control and monitoring of projects to ensure projects are completed within the required schedule, within the approved budget, and spending authority, identifying any budget adjustments to the Manager of Tourism and Events.

Serves as the main point of contact for Major Hosted Events organizers, such as the Canadian Football League, Hamilton Sports Group Partnership, and Golf Canada, and oversees the facilitation of event municipal approvals and interaction with various City Departments.

Takes a lead role and community development approach to initiate, develop and implement a variety of opportunities and methodologies for civic engagement and broad sector participation related to program and policy development and business/program review processes.

Facilitates public meetings, stakeholder consultation, focus groups, and/or internal project meeting/sessions.

Thinks creatively, demonstrates a passion for program and policy development, business process management and a commitment to continuous improvement strategies.

Researches and assesses industry and government trends, best practices and relevant legislation. Seeks opportunities to align with industry standards as applicable.

Develops and promotes a culture of continuous improvement.

Manages changes that impact assigned projects and proposes strategies for resolution and/or improvement.

Ensures the governance standards and project methodology are adhered to throughout the project life cycle.

Develops and maintains relationships with divisional staff and supports the Manager of Tourism to identify and develop new opportunities where appropriate.

Prepares reports and correspondence and makes presentations to senior management, Council standing committees and the general public.

Establishes, maintains and liaises with a network of municipal contacts, and continually liaises with other Divisions and Departments.

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.

Provides back up support to the Manager of Tourism and Events, serving in an Acting Manager capacity as required.

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

QUALIFICATIONS

1. Baccalaureate degree in Business Administration, Events Management, Recreation or discipline pertinent to job functions combined with a minimum considerable relevant business or government experience.
2. Extensive, demonstrated skill in the management of large-scale tourism events, project management, business planning and analysis, data analysis and financial management. Experience in program development and operational management specific to sports and culture tourism, local economic development, and the culture sector would be considered an asset.
3. Experience collaborating with various stakeholders, including Emergency Management Services to develop emergency response plans for large scale events.
4. Project management experience leading multi-disciplinary teams, preferably in the area of event management, business/program improvement, organizational effectiveness, quality assurance and continuous improvement.
5. Demonstrated experience in the development and implementation of a variety of effective community consultation and engagement strategies.
6. Demonstrated ability to deal effectively and collaboratively with elected officials, business and community stakeholders, management, peers, and the general public.
7. Thorough knowledge of project management principles and practices, quality assurance and continuous improvement methodologies.
8. An effective communicator, both orally and written, honed through practical experience.
9. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.

10. Excellent organizational, time management and multi-tasking skills.
11. Strong working knowledge of process and performance measures and methodologies.
12. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.
13. Must be able to work evenings and weekends as required.
14. Must possess a valid Class G Driver's Licence.

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