

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(LICENSING AND BYLAW SERVICES DIVISION – POLICY SECTION - LOCATION – 330 Wentworth)**

MANAGER, POLICY AND PROGRAMS LICENSING AND BYLAW SERVICES

SUMMARY OF DUTIES

Reporting to the Director, Licensing and Bylaw Services, the Manager of Policy and Programs is responsible and accountable for the management and oversight of the Policy and Programs Section, inclusive of staff management, reporting and performance. The section provides support to the Licensing and Bylaw Services division, including, researching, developing and writing Business Cases, Pilot Programs, By-laws, Reports to Committees and Council on Licensing and Bylaw Services priorities and programs. This leader will engage in the planning and policy development, implementation, monitoring, and evaluation through performance measures of policy, bylaws and programs for Licensing and Bylaw Services. The Manager will be required to work closely with the Licensing and Bylaw Services leadership team, staff, and community stakeholders to ensure the programs, projects, policies and by-laws meet the needs of the team, the City and the Community. The Manager will ensure that policies, bylaws and programs are effectively administered and delivered in line with all pertinent provincial and federal legislation. The Manager will provide leadership, guidance, technical competence, innovative problem solving, and achieve results through effective teamwork.

The Manager will assist in the development and implementation of Policy and Procedures for Licensing and Bylaw Services along with any other similar projects that need to be developed and delivered in an effort to increase efficiency and effectiveness with a focus on “Best Practices” and revenue generation.

GENERAL DUTIES

Oversees the Policy and Programs Section, which is responsible and accountable for bylaw drafting, implementation, legislative reviews, amendments and general policy work. The Manger will have carriage of a workplan that supports all of Licensing and Bylaw Services and is aligned with Corporate Priorities. Effective Time Management and prioritization are critical to the success of this position.

Demonstrates excellent writing skills and have experience in writing and implementation of Bylaws, Policies and Projects. Provide direction, leadership and coordination of teamwork. Motivate and encourage staff to achieve high levels of performance and productivity. Foster a work enforcement that supports customer service, innovation, and high-quality service.

Defines and documents project charter, scope, deliverables, timelines, and resource requirements and identify project risks. Confirm and secure funding and commitment from the Project sponsors, stakeholders and project team members.

Leads a team to implement municipal Best Practices, the Manager will have an understanding of other Jurisdictions' solutions to ensure that the finished products are workable, enforceable, concise and meets with the overall intent of Community Safety and Protection while keeping in mind the City's focus on an “Open for Business” approach.

Oversees training sessions for officers when new bylaws, policies or programs are passed by Council. The Manager will have a grasp on provincial legislation, that may impact Licensing and Bylaw Services including the enforceability of current By-laws.

Assists and oversees the development and implementation of the Bylaws, Business Cases and Policy Development.

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Promotes teamwork and provide direction to cross-functional and cross-departmental teams, provide clearly defined goals and objectives, function as a mentor to staff, motivate, coach and provide advice to staff on the project issues and problem resolution.

Uses a “best practices” approach in seeking new methods, systems, research and analysis to support continuous improvement in the delivery of services provided by Licensing and Bylaw Services.

Investigates and recommends innovative/creative policies and business processes for improving organizational effectiveness and efficiency related to Licensing and Bylaw Services.

Prepares oral and written presentations to management and Committees, and City Council and report regularly on the status of projects, milestone achievement, fiscal status, and change and risk management. Prepare recommendations and outline preferred courses of action.

Administers and monitors the budget for projects in accordance with established corporate procedures, ensuring that project expenditures are within budgeted levels.

Maintains professional competence in the discipline of project management.

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 by the Director, which are directly related to the normal functions of the job as defined.

QUALIFICATIONS

1. Demonstrated competence in project management or policy development with a proven track record in managing a time sensitive project, normally acquired through a degree in law, business, or public administration, or related experience or related discipline pertinent to the job functions combined with project management experience.
2. Understanding of local government, the role of municipal by-laws and applicable provincial legislation such as the *Municipal Act, 2001*.
3. Previous knowledge, skills and ability in drafting by-laws, business cases, policies.
4. Proven experience leading a team of union and non-union staff.
5. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
6. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills.
7. Progressive experience in project management in a unionized public or private sector organization. Project Management designation and experience in the Animal Services sector an asset.
8. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
9. Ability to deal effectively with management, peers, staff and the general public.
10. Working knowledge and understanding of statutes, regulations and by-laws affecting the department/section.

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11. Possesses a high level of personal integrity with a demonstrated record of supervisory experience providing work direction related to project delivery.
12. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Microsoft Project and web-based applications an asset.

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

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