

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (LICENSING AND BY-LAW SERVICES DIVISION – POLICY AND PROGRAMS SECTION - LOCATION – 330 WENTWORTH ST N)

#### PROJECT MANAGER, LICENSING AND BY-LAW SERVICES

#### SUMMARY OF DUTIES

Reporting to the Manager of Policy and Programs, the Project Manager is responsible for researching, developing and writing Business Cases and Reports to Committees and Council on Licensing and By-law Services matters. The Project Manager will be required to work closely with Senior Project Managers, staff, management and community stakeholders to ensure Projects meet the needs of the City and the Community. The Project Manager will conduct community consultation, research best practices and develop and deliver a strong Business Case that will be approved by Council. The Project Manager will provide leadership, guidance, technical competence, innovative problem solving, and achieve results through effective teamwork.

The Project Manager will also assist in the development and implementation of Policies and Procedures for Licensing and By-law 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

Projects for research and development involve medium to high priority risk with significant impact on public safety, the safety of staff and the overall efficiency in the delivery of services that are provided by Licensing and By-law Services. Business Cases and Reports need to be developed to examine best practices and to determine if implementation of projects are within the mandate of Licensing and By-law Services and in line with Council's direction and approval. Once approved, implementation of the project is directed by the Project Manager until completion. Effective time management and prioritization are critical to the success of this position.

The Project Manager will be required to network with staff, managers, and stakeholders and receive community input and feedback to ensure the needs of both the City and Community are met.

The Project Manager will demonstrate excellent writing skills and have experience in writing and implementation of Projects. The Project Manager will define and document project charter, scope, deliverables, timelines, and resource requirements and identify project risks..

With a concentration on best practices, the Project Manager will review other jurisdictions' solutions to ensure products are workable, concise and meet with the overall intent of Community Safety and Protection, while keeping in mind the City's focus on an "Open for Business" approach.

The Project Manager is responsible for the overall development and implementation of Business Cases, Reports and Policy Development, and will:

- identify all project tasks
- develop a project schedule
- create milestones and budgets
- research best practices
- estimate costs
- initiate public meetings
- draft project charter scope and deliverables
- identify project resources and skills requirement
- report to Management and Council
- determine allocation of financial resources to project tasks

- obtain final approval

The Project Manager will promote 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 project issues and problem resolution.

The Project Manager will use 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 By-law Services.

The Project Manager will investigate and recommend innovative/creative policies and business processes for improving organizational effectiveness and efficiency related to Licensing and By-law Services.

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

Administer and monitor the budget for projects in accordance with established Corporate procedures, ensuring that project expenditures are within budgeted levels.

Maintain professional competence in the discipline of project management.

Work 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.

Perform other duties as assigned, which are directly related to the normal functions of the job as defined.

## **QUALIFICATIONS**

1. Demonstrated competence in project management with a proven track record in managing time sensitive projects, normally acquired through a degree in business, or public administration, or planning or related experience or a related discipline pertinent to the job functions combined with project management experience.
2. Understanding of the complex history of Licensing and By-law Services, various stakeholders and competing priorities and pressures.
3. Previous knowledge, skills and ability in drafting Business Cases and Reports.
4. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
5. Excellent written and verbal communication skills, facilitation and presentation skills, and highly-developed negotiation and conflict resolution skills.
6. Progressive experience in project management in a unionized public or private sector organization. Project Management designation is an asset.
7. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
8. Ability to deal effectively with management, peers, staff and the general public.
9. Working knowledge and understanding of statutes, regulations and by-laws affecting the department/section.
10. Must have above average analytical and problem solving skills.

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 is an asset.

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

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