

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT
LICENSING AND BYLAW SERVICES DIVISION
LOCATION – 300 WENTOWRTH ST NORTH

MANAGER, STRATEGIC INITIATIVES (LICENSING AND BYLAW SERVICES)

SUMMARY OF DUTIES

Reporting to the Director of Licensing and Bylaw Services, the Manager of Strategic Initiatives will assume lead accountability for developing and managing service delivery programs and processes related to the management and overall delivery of services of the Licensing and Bylaw sections.

The Manager of Strategic Initiatives will provide leadership to subordinate staff, in a multi-functional workforce engaged in delivery and direction of services to the public and internal clients. Recommends improvement strategies in the delivery of services to meet mandated goals and objectives. Represents the Director on corporate, departmental, and Divisional committees and project teams as directed.

Accountable for ensuring that initiatives are delivered in accordance with City and Provincial guidelines through effective and efficient use of financial and staff resources. Using a "best practices" approach, develops and delivers quality services in a timely and cost-effective manner.

The Manager will possess a demonstrated record of performance, leadership, technical competence, diplomacy, customer focus, innovation/creativity, team advocacy and commitment to results. The incumbent will have a high level of personal integrity and will be an excellent communicator.

RESPONSIBILITIES

The Manager will assume responsibility for the delivery of division wide services related to Administrative and Financial Support, Customer Service, Performance Management, Quality Management, Strategic Planning Initiatives, Data and Maintenance Management, Inventory Management and training.

GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Licensing and Bylaw Services Division through effective work delegation, and performance management.

Lead a team, which support field operations through data entry, management and analysis: customer service, training opportunities and administrative/clerical functions.

Develops and modifies data management plans/programs for the Division, ensuring program activities are reported consistently and accurately through data collection and management. Develops RFPs and liaisons with external professionals retained, ensuring the smooth implementation of a re-organization as required.

Facilitates the administration of the Attendance Support and Management Plan, Scheduling Changes, Grievance Process, Health & Safety Policies & Procedures, Training, HR and Hiring, Risk Management Claims and staff training programs in accordance with City and other levels of Government's established policies, guidelines and legislation.

Oversees the development of Divisional customer service protocols and procedures in conjunction with operating groups.

Ensures that programs are provided in accordance with City policies and guidelines with minimal disruption to the public and in the most effective and efficient manner.

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Coordinates the development and review of strategic briefings to the Director, and provides reports, presentations, and other documents as required.

Participates in Divisional and Support Services, strategic planning exercises to provide input related to continuous improvement projects, and succession planning to be undertaken.

Provides sectional leadership on the implementation of Corporate and Departmental strategic plans.

Develops and oversees divisional KPI/Performance measurement.

Provides leadership on Maintenance Standards and Compliance Reporting, and other projects as assigned.

Provides leadership, management and accountability for the sectional duties described above including the provision of the following:

- Current business plans for section activities in alignment with Corporate, Departmental and Divisional strategic plans.
- Operating plans, policy, procedure and protocols required to ensure timely, effective, and efficient delivery of service.
- Divisional Operating and Capital Budget coordination, implementation and performance management.
- Direct and indirect supervision of the section's staff resources including recruitment, performance development, deployment and succession planning.
- Quality assurance and financial performance using appropriate measures and systems.
- Representation, promotion and advocacy for the section's services mandate as required.
- Ensures Operational Compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines.
- Consultation with client groups to cultivate, support, coordinate and maximize the benefits of community involvement in Division's services.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton Corporate, and Departmental and Divisional policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. Certified Municipal Manager with Ontario Municipal Management Institute or in a professional discipline pertinent to the job function plus relevant experience, or an equivalent combination of education and experience.

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2. Extensive professional level experience in business planning, public administration, strategic planning financial analysis and management practices in a public or private organization.
3. Extensive supervisory and/or management experience preferably in a unionized environment, knowledge of collective bargaining process.
4. Demonstrated ability to develop and support new and innovative business initiatives and partnerships including other levels of government.
5. Demonstrated ability to manage multiple projects concurrently.
6. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
7. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
8. Highly developed conflict resolution and problem-solving skills.
9. Thorough knowledge of legislation, by-laws, and regulations governing relating to municipal infrastructure.
10. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
11. Computer literary and proficiency utilizing Microsoft products for desktop and analytical purposes.
12. Excellent verbal and written communication skills to interact effectively with staff, political representatives and community groups.
13. Possession of a valid Class "G" driver's licence and access to a personal vehicle.