

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT (LICENSING & BY-LAW ENFORCEMENT DIVISION – LOCATION – CITY CENTRE)

DIRECTOR OF LICENSING AND BYLAW SERVICES

OVERVIEW

Reporting to the General Manager, provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivery of services to the public. Recommends broad policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving Divisional goals and objectives through the effective and efficient use of 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/Section.

Evaluates and reports on the Division's/Section's service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

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

The Director is privy to highly confidential and sensitive Corporate information and will be expected to adhere to the highest ethical and professional standards.

The Division is responsible for the delivery of services in the following areas:

- By-law Enforcement (i.e. Property Standards, Noise, Long Grass and Weeds, Garbage and Debris etc.)
- Licensing Administration
- Establishment, Mobile, Trades and Lottery Licensing
- Animal Control

RESPONSIBILITIES

Assume lead accountability and responsibility for all aspects of the City's business licensing and sign permit programs.

As a member of the Division's Senior Leadership team, work collaboratively to ensure the most integrated, efficient and effective Licensing and Enforcement programs to support the City's strategic vision for a safe and healthy Community, and which meets the growing needs of the residents and businesses of the City of Hamilton.

Develop strategic direction and vision for the Licensing program and lead and engage staff through planning and long range objectives.

Create and maintain a workplace that supports employee engagement, and which is conducive to a high level of individual and organizational performance.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Participate in strategic planning of the Division as a member of the Divisional Management Team.

Lead an effective Division/Section management team. Provide coaching and advice to subordinate managers/supervisors to optimize performance.

Lead a continuing review of the Licensing by-law and other legislation and processes to ensure they are relevant and appropriate, and actively participate in initiating and developing enhancements and/or amendments.

Provide policy advice regarding effective, enforceable implementation of new service/program initiatives, provide professional consultation, including reports to Council and Committees.

Develop and lead industry-specific stakeholder working groups and committees to foster an improved regulatory relationship, while ensuring that stakeholder interests are addressed, as appropriate.

Oversee the development of annual operating and capital budgets.

Implement customer service and consumer protection initiatives and create a customer focused culture.

Ensure compliance with Provincial and Federal statutes and regulations, Municipal by-laws and policies.

Respond to various corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Develop, recommend and administer the annual budget for the Section, and ensure that expenditures are controlled and maintained within approved budget limitations.

Management and supervision of the on-going, day-to-day operations of the Licensing Division, including enforcement of all applicable by-laws and legislation and the issuance of permits and licences

Develops strategic direction for desired services including alternative service delivery and continual improvement.

Establish criteria and priorities for annual work program and performance measures. Prepare work schedules, assign duties to staff, establish priorities, conduct staff hiring, monitor and evaluate staff performance, discipline and train staff, as well as assist in developing staff to their full potential.

QUALIFICATIONS

1. Post secondary education in Law, Law Enforcement, Public Administration, Business Administration or a professional discipline pertinent to the job function.
2. Considerable and progressive management experience including 5 years of senior management experience in a municipal or related work environment, including municipal financial management and budget preparation.
3. Progressively responsible management experience in regulatory and/or enforcement program development and oversight.
4. Highly developed analytical and business planning skills with a proven track record for long term visioning and big-picture thinking.
5. Highly developed interpersonal and communication skills, with the ability to problem-solve creatively and build effective working relationships with a variety of stakeholders, including various political levels, communities, staff and media.

6. Highly developed ability to articulate a vision, to lead and inspire others.
7. Highly effective leadership, facilitation, communication, interpersonal and organizational skills in a predominately unionized environment.
8. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results oriented environment.
9. Experience in designing and delivery of customer focused programs and services.
10. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Thorough knowledge and understanding of statues, regulations and by-laws affecting the Division/Section.
12. Computer literacy in electronic mail, Internet, word processing and spreadsheet applications.
13. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.