

## **CITY OF HAMILTON**

**PUBLIC WORKS DEPARTMENT**  
**GENERAL MANAGER'S OFFICE**  
**LOCATION – 77 JAMES STREET NORTH**

### **SENIOR CHANGE SPECIALIST**

#### **SUMMARY OF DUTIES**

Reporting to the Enterprise Asset Management (EAM) Project, and directly to the Director, Corporate Asset Management, the Senior Change Specialist will work with the Project Director and Steering Committee members from senior leadership across all PW divisions, to provide guidance, leadership and develop and implement strategies on change management, communication, process standardization and improvement, and training. This role reviews the current processes/practices, compare to the new EAM system, identify gaps, assess associated impacts and risk and recommends improvement strategies on enterprise EAM processes, departmental communication, training and staff engagement in the delivery of services to meet mandated goals and objectives.

This role will provide leadership to subordinate staff and represents the EAM Project Director on departmental and Divisional project teams as directed.

The Change Specialist will be 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.

#### **GENERAL DUTIES**

Responsible for the delivery of Public Works' EAM project services related to change, communication, process standardization and improvement, and training. This role will have a direct impact on all PW divisions and other impacted departments.

#### **Change Management and Communications**

Evaluate and apply a structured methodology and develop change management activities.

Develop and apply a change management strategy and associated plan, such as ADKAR or AIM, and tools to create a strategy to support adoption of the changes required by the project

Manage communication efforts for project.

Design, develop, and deliver communications strategy and plan.

Assess the change impact. Preparation of forecasts and evaluation of the actual impact of changes.

Identification of potential risks for resistance as well as development of plans to mitigate.

Conduct impact analyses, assess change readiness and identify key stakeholders.

Work with training and operations to support training efforts.

Conduct needs analysis, provide input, document requirements and support the design and delivery of training programs.

Engage and collaborate within the Department and others in the organization to facilitate significant operational changes that have effective impact and are in alignment with Corporate standards.

Make recommendations to the Project Director, on effectiveness of change management strategies and approaches implemented.

Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of projects.

Plan and facilitate meetings, conduct interviews, and run working sessions.

Develop strategic change management recommendations in response to identified process improvements, implementation and potential job assessment and redesign requirements.

Work with teams to analyze, re-engineer and implement streamlined business processes to optimize workflow associated with change management.

Prepare and present reports on efficiency and effectiveness activities and plans to project team and senior levels of staff.

Ensure consistency through the implementation of consistent tools and methodologies while maintaining appropriate documentation which clearly illustrates project progress and success at completion.

Coordinate and manage project activities effectively and ensure they are delivered on time, on budget, and to agreed quality standards.

Participate in defining project scope and champion stakeholder needs; Develop comprehensive business requirements and establish key deliverables and success metrics.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

Perform such other duties as may be assigned, which are directly related to the normal job function.

### **Learning and Development**

Create and execute learning strategies and programs to support the EAM project.

Evaluate individual and organizational development needs across all Public Works divisions.

Implement various learning methods Public Works wide (e.g. coaching, job-shadowing, online training)

Ensure and oversee the design and delivery of e-learning courses, workshops and other trainings across all Public Works divisions.

Ensure and oversee the success of development plans and help employees make the most of learning opportunities.

Provide guidance in the development of training strategy and plan across all Divisions,

### **Process Standardization and Improvement for the EAM Project**

Provide support in the large-scale EAM project to identify Enterprise workflows impacting all Public Works divisions.

Champion working groups to use Lean Six Sigma principles to analyze, standardize and improve processes; recommend streamlined EAM business processes.

Conduct process reviews associated to the EAM to identify opportunities for improvement in staff engagement, communication, and training needs.

### **QUALIFICATIONS**

1. Experience related to the duties listed above, normally acquired through the completion of a degree or diploma in Business, Management or other related fields, preference for certification in Change Management. Candidates with equivalent combination of education and experience will be considered.
2. Experience in the building of training curriculum and course content in an operational environment.
3. Experience with large-scale organizational change efforts that can clearly articulate messages to a variety of audiences and influence others to move toward a common vision or goal.
4. Able to work effectively at all levels in an organization, demonstrating flexible and adaptable mindset with an acute business acumen and understanding of organizational issues and challenges.
5. Flexible and adaptable; able to work in ambiguous situations
6. Resilient and tenacious with a propensity to persevere.
7. Sound knowledge in process standardization and improvement, using Lean Six Sigma principles to optimize and streamline processes by analyzing problems/opportunities for efficiencies and make recommendations for improvements
8. Solid experience in managing change management large scale initiatives with emphasis on change, communication, process standardization and improvement, and training.
9. Solid project management/change management skills with strong ability to design appropriate strategies to achieve desired results. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
10. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
11. Excellent presentation and facilitation skills.
12. Strong leadership, coaching, and performance management skills with the ability to lead teams, demonstrate diplomacy, innovation, and commitment.
13. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
14. Good understanding of project management approaches, tools, and phases of the project lifecycle.

**THIS POSITION REQUIRES A VALID CLASS “G” DRIVER’S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

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