

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(CORPORATE ASSETS & STRATEGIC PLANNING DIVISION – FACILITY MANAGEMENT & CAPITAL PROGRAMS - LOCATION – 55 YORD BLVD, 5TH FLOOR)

MANAGER, FACILITES PLANNING & BUSINESS SUPPORT

SUMMARY OF DUTIES

Reporting to the Director, Facilities Management and Capital Programs, the Manager, Facilities Planning & Business Support, is responsible for leading a diverse team of technical and non-technical persons engaged in a variety of functions that support the management and overall performance of Facility Management & Capital Programs (FMCP) Division.

In addition, the Manager will take a lead role in the planning, recommending and implementation of strategies to ensure consistent business practices, policies and procedures are implemented across the broader FMCP group and that all services are focussed on providing excellent customer service as well as ensuring the highest industry standards in service delivery.

GENERAL DUTIES

The major highlights and focus on this position are the following competences:

1. Facilities Planning & Business Strategy
2. Technology, Information and Data Management
3. Property & Lease Management
4. Quality Management & Continuous Improvement
5. Procurement & Contract Management
6. Facilities Support Services
7. Facility related Agreements
8. Cost & Space Allocation

Facilities Planning & Business Strategy

- Facilities plan encompassing an entire portfolio of owned and/or leased space that sets strategic facility goals based on the organization's strategic (business) objectives.
- Explore new initiatives that determine short-term & long-term tactical plans, that drive effective business solutions. .
- Business Case development to support new initiatives

Technology, Information and Data Management

- Responsible for the overall management of the City's Integrated Workplace Management System (ARCHIBUS) and other systems that support facilities operations
- Responsible for staying current with industry trends including investigating, recommending and implementing technology solutions applicable to the FMCP section including both hardware and software
- Working with Corporate IT department to advocate, address and support Technology needs for FMCP
- Provide ARCHIBUS training and support for system users including other City departments
- Responsible for managing, collecting, maintaining and warehousing FMCP data including maintaining the highest standards for data quality and integrity
- Initiate projects and initiatives necessary for the support and growth of Technology
- Develop and maintain long term Strategic Plan for Technology

Property & Lease Management

- Negotiate, prepare and administer Leases and Licences for the City of Hamilton for *City owned buildings* including leasing out to private sector Tenants
- Prepare business cases, analysis, reports and seek council approvals for Lease/License transactions
- Collaborate with Corporate Real Estate to ensure consistency in administration of City Real Estate policies and procedures
- Proactively responsible for developing and managing a revenue growth plan for Lease/License revenues
- Responsible for lease/license administration including renewals, notices and other contractual obligations
- Work with Legal group and Risk Management to ensure Leasing issues are resolved or pursued

- Effectively manage the City's Leased portfolio including liaising with Landlords
- Maintaining an effective follow up system for ensuring recurring obligations are met
- Ensure the City and Landlord or Tenants adhere to Lease obligations
- Ensure financial obligations including payments/ receivables are administered accurately
- Responsible for ensuring maintenance and upkeep of Leased portfolio
- Manage the Leased Portfolio Budgets
- Director's designate at the Corporate Portfolio Management Committee (PMC) meetings

Quality Management & Continuous Improvement

- Design, develop and implement a Quality Management Program that includes setting performance standards and ensures highest quality of services that meet the corporate accountability mandate
- Track, measure and report on business performance for facilities
- Lead quarterly business reviews including making recommendations for business improvement initiatives
- Develop and implement Standard Operating procedures, protocols and policies
- Develop and recommend business improvement strategies and initiatives
- Develop and maintain reporting systems to support facilities operations
- Establish KPI's, metrics that effectively measure the Facility Management business.

Procurement and Contract Management

- Manage FMCP's contracted services to ensure highest value and service standards are achieved
- Responsible for ensuring facilities service contract specifications (Tenders/RFPs) are prepared and issued in a timely manner, consistent with corporate Procurement policies and procedures
- Maintaining a tracking system for contract renewals and critical dates
- Liaise with contractors, suppliers, vendors and other City departments to resolve contract issues
- Work with Procurement on corporate contracts and to facilitate expediting FMCP contracts
- Provide field staff with support, expertise and tools to ensure that contracts are correctly managed
- Work with Legal and Risk Management to ensure contracts meet City's legal and risk requirements

Facility Support Services

- Responsible for providing Help Desk services (Facilities Support Centre) for dispatching and scheduling maintenance work. In addition oversight of the Facilities Building Automation Control Centre.
- Develop and maintain WSIB and Insurance tracking system
- Responsible for ensuring Telephony services and managing telephone lines
- Manage and administer boardroom bookings
- Manage and administer after-hours information system
- Implement other systems/changes that support and/or streamline operations

Facility Related Agreements

- Develop, negotiate, prepare and administer Service Level Agreements with client departments
- Develop, negotiate Contribution Agreements
- Third Party Agreements (user groups, community groups, public interest etc.)

- Follow up with client departments on issues related to services provided
- Develop and maintain tracking system for all Facility related Agreements

Cost & Space Allocations

- Review annual cost allocations and liaise with clients and Finance to ensure equitable cost recoveries for facilities space
- Track moves, adds and changes in departments and ensure cost recoveries reflect changes
- Liaise with client departments to resolve issues

Write reports, prepare presentations, and compose correspondence related to major responsibilities.

Effectively manage operating budget.

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

QUALIFICATIONS

1. Post-secondary education in a Business Program, Facilities Management Program, Real Estate/Property Management Designation or in a professional discipline pertinent to the job functions plus relevant experience or an equivalent combination of education and experience in the areas of Real Estate Leasing, Facility Management and Technology
2. Extensive experience in Facility Management and Real Estate Leasing normally acquired through experience in the industry
3. Strong background in Technology preferably in a Facilities Management environment.
4. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
5. Demonstrated experience in managing Technology including both hardware and software
6. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented environment and in a predominantly unionized environment.
7. Possess a demonstrated record of technical competence, customer focus, innovation/creativity, team advocacy, staff delegation and empowerment.
8. Possess a high level of personal integrity and be an excellent communicator and negotiator.
9. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
10. Working knowledge of computer software applications.