

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT (GENERAL MANAGER'S OFFICE – LOCATION – 77 JAMES ST. N.)

MANAGER, DEPARTMENTAL PROGRAMS AND INITIATIVES

SUMMARY OF DUTIES

Reporting to the Director Corporate Asset Management, the Manager will assume lead accountability for developing and managing programs and processes at the Departmental level including: strategic planning & associated processes, continuous improvement, performance measurement, quality management with associated asset management requirements, sustainability as well as a robust department wide operational planning regime with the objective of driving change that will positively affect the performance of the Public Works portfolio and enhance public service to the community.

RESPONSIBILITIES

Strategic Planning

- Lead the development, implementation and management of strategic and operational planning processes within Public Works
- Provides leadership on the implementation of Corporate and Departmental strategic plans.
- Make recommendations to the General Manager on services, policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

Continuous Improvement

- Lead the development, implementation and management of a Department wide continuous improvement program by providing support and guidance to process owners and Departmental management through the identification of improvement oriented initiatives and undertaking projects.
- Conduct process audits to document and identify opportunities for performance improvement throughout the entire portfolio of Public Works including operational, planning and engineering functions.
- Provide leadership and facilitate staff development in the utilization of problem solving and priority setting tools for the execution of breakthrough projects.
- Establish justification for Continuous Improvement efforts and link to Divisional Operational Plan objectives, Departmental Business Plan objectives, and the City's Strategic Plan.
- Prepare and present reports on efficiency and effectiveness activities and plans to Council and senior levels of staff.
- Maintain appropriate documentation which clearly illustrates project progress and success at completion.
- Participate in medium to large-sized strategic projects. Analyze, re-engineer and implement streamlined business processes to optimize workflows.
- Coordinate and manage projects effectively and ensures 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, project charters and establish key deliverables and success metrics.
- Identify and mitigate project delivery, schedule, and operational risks.
- Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members

Performance Measurement

- Make recommendations to the General Manager respecting key performance indicators important to the Department with an emphasis on dashboard style reporting
- Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services based on verified data testing.

- Develop and deploy key performance indicator (KPI) metrics and ensure ongoing tracking, and implementation of corrective actions.

Quality Management (including Asset Management from a management system perspective)

- Lead the development, implementation and management of a Quality Management framework and program for the Public Works Department
- Provide leadership relative to quality management initiatives throughout the Public Works Department acting as internal consultant for the development of documents control systems, policy development and assisting Divisions as representative of the General Managers office
- Develop framework for the implementation of quality management style processes throughout Public Works.
- Initiate and deliver a document control system.
- Initiate and deliver a comprehensive operating procedures regime for Public Works.
- Develop internal audit regime to ensure compliance with regulation and conformance with quality management framework

Operational Planning

- Lead the development of a framework for annual operational planning throughout Public Works
- Represent the General Manager's office in collaborating with Senior Leadership within Public Works to ensure operational planning serves the purposes of the various operations across Public Works
- Develop reporting mechanisms to ensure operational planning is easily monitored and managed
- Mentor junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement with open and transparent communication.
- Participate in status meetings, report on status, and communicate status as appropriate.
- Identify, analyze, and escalate any issues, risks or changes as required.
- Assist in the Preparation & Monitoring of the operating budget for the Division in accordance with established procedures.
- Assist and participate in the development and preparation of the capital budgets for the Division in accordance with established corporate and divisional procedures. Recommend future budget appropriations.
- Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.
- Perform such other duties as may be assigned, which are directly related to the normal job function.

Sustainability

- **Responsible for the sustainability portfolio including strategic and tactical activities related to climate change and social value.**
- **Direct the coordination of plans to ensure that Public Works is proactively addressing and developing policies and procedures to reduce Public Work's greenhouse gas and climate change impact.**
- **Ensure operational plans include climate actions to protect residents and critical infrastructure.**
- **Direct the coordination of support for the Indigenous Strategy and Joint Stewardship Board.**

Emergency Response

- **Direct the administration of emergency response and preparedness at the Departmental level including the Public Works Emergency Operation Centre.**

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Engineering, Sciences, Quality Assurance, Operations Management, or related discipline. Considerable experience in performance measurement, process engineering and managing continuous improvement initiatives. Candidates with equivalent combination of education and experience will be considered.
2. Demonstrated experience leading in an operational environment.

3. Demonstrated experience with quality management systems preferably in a leadership role.
4. Demonstrated experience developing and implementing strategic and operational plans.
5. Lean Six Sigma certification is desired, Black Belt certification preferred.
6. Practical experience in process improvement using Lean Six Sigma or similar methodology required.
7. Previous experience with process improvement in the food and/or water industry an asset.
8. Practical experience with Quality Management systems preferably in a leadership role.
9. Practical experience with documents control systems
10. Practical experience conducting audits within a quality management system
11. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
12. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results
13. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
14. Excellent presentation and facilitation skills.
15. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
16. Strong leadership, coaching, and performance management skills with the ability to lead teams.
17. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
18. Solid understanding of project management approaches, tools, and phases of the project lifecycle.
19. CAPM or PMP certification is an asset.
20. Ability to prepare complex statistical reports and efficiency calculations.
21. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.

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.