

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

CORPORATE FACILITIES & ENERGY MANAGEMENT DIVISION – FACILITIES PLANNING & BUSINESS SOLUTIONS – LOCATION - TIM HORTONS FIELD

PROJECT MANAGER, CORPORATE SECURITY SERVICES

SUMMARY OF DUTIES

Reporting to one of the Corporate Security Specialists (Corporate Security Office), Facilities Planning & Business Solutions, this position is responsible for ensuring effective daily operation, analysis and records management, use and program administration of all corporate security operations within an assigned portfolio including responding to security concerns, making recommendations for security initiatives and enhancements, overseeing project implementations, overseeing third party vendor services, physical security audits, internal process reviews, benchmark research, investigations of matters where the Corporate Security Office is engaged and that requires an elevated review and analysis of its contents which may include staff and public based confidential information, attending and driving various security related committee meetings and reporting on key performance indicators.

Responsible for ensuring customer satisfaction through the support and deployment of the City's security systems, tools, procedures and security-based programs, investigative process guidelines and will act as the Corporate Security Office investigative lead in partnership with local Police and internal City clients.

Utilize a high level of professional business insight and have highly effective relationship building and communication skills. Engage and support the data collection, intelligence analysis and provide technical mitigation recommendations related to Threat Risk Assessments of properties and spaces owned and or occupied by the City of Hamilton as a subject matter expert.

This position requires a flexible work schedule that may include evenings and weekend work, being on an assigned on-call schedule and covering for other team members during absences and holidays.

This position will have regular access to sensitive, confidential and personal information related to the City, its daily business and associated risks.

GENERAL DUTIES

Support both Corporate Security Planning & Operations on security related matters.

Assist in the evaluation of programs and prepare reports as requested.

Create and monitor KPI and performance measures related to core job functions.

Deploying all aspects of the security program within an assigned portfolio including responding to security related requests, addressing client concerns and developing recommendations for security initiatives.

Take the lead and/or participate in various security committee meetings with both clients and corporate staff.

Assist and support client groups with both operating and capital budgeting, as well as monitoring and controlling security spend.

Responsible for the delivery of programs and through effective management that addresses reliability and efficiency of equipment operation, new and replacement projects, preventative maintenance, fiscal management and accountability.

Responsible for development, coordination, consultation and delivery of complete project scopes including documentation which includes providing technical specifications for equipment and software for new projects, capital refresh and single installation projects. The Project Manager will also be responsible for the inspection and commissioning validation of all Corporate Security Systems projects.

Assist with research, analysis, planning, development, and implementation of strategies and tactics for Corporate Security to build positive relationships with internal and external stakeholders.

Provide technical and operational expertise for the planning, implementation and management of all corporate security systems, including industry research of best practices and legal responsibilities.

Support parallel Corporate Security Office staff resources in the delivery of event planning, project management and delivery verification with corporate security systems tools, equipment resources and best practices knowledge.

Support investigative actions to provide analysis of gaps, failures and risks, and provide factual based evidence to support internal business partners and in some cases 3rd party legal authorities.

Conduct business-based performance audits and reviews to identify trends and service deficiencies and duplications and provide direction and recommendations to action redeployment and efficiency practices.

Support the development and enforcement of Corporate Security Office Policies and Standard Operating Procedures related to City wide programs.

Provide technical guidance and support for various plans and proposals involving corporate security systems. Present complex concepts to stakeholders through reports and proposals demonstrating leadership in effective decision making and budget applications.

Control access to records and information created and stored by the corporate security systems and data management practices.

Engage and participate in the application and continued development of the Corporate Security Office section goals and objectives, while applying and adhering to the Divisional and Departmental business plans, and the City of Hamilton Strategic Plan and Priorities.

Liaise with City staff, community stakeholders, organizations and contractors in a productive and professional manner. Remain confident in your position and expertise, with compassion and courage.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Proven knowledge of Physical Security Technology Administration, Criminal and Provincial Offences Law application normally acquired by obtaining a post-secondary education in Business Administration, Municipal Government Administration, Security Management or equivalent combination of related education and experience, or a demonstrated combination of work.

2. Demonstrated competencies in project management, that includes demonstrated experience and working knowledge of security technology, door hardware and information/data management.

3. Professional Certifications in related fields would be considered an asset.

4. Demonstrated knowledge of relevant Procurement By-Laws, Provincial Legislation and industry based standards related to security equipment is preferred.
5. Experience with operating and capital budgets as well as supervising and overseeing third party vendors and staff is required.
6. Experience working in a large cross functional government environment including navigating through legislative requirements and general government process is considered an asset.
7. Self-motivated with results-oriented personality that works well in a fast-paced environment with multiple competing deadlines is required.
8. Excellent written and verbal communication skills. Demonstrated facilitation and presentation skills as a human capital asset / expertise in the physical security practice.
9. Demonstrated ability to challenge, lead and inspire change and foster innovative approaches to challenges.
10. Demonstrated knowledge to operate and troubleshoot physical security system operating software, equipment and auxiliary elements.
11. Ability to produce professional written reports and business cases in justification of capital projects and other security initiatives.
12. Thorough knowledge of Microsoft Office tools including Word, Excel, Power Point, Visio and MS Office Project.
13. Demonstrated ability to read and review architectural / construction drawings to capture device locations, environmental impacts, riser and connectivity challenges and deficient / conflicting quantities.
14. Ability to work in a security environment that operates 24/7/365.
15. Possession of a non-probationary Ontario G class driver's license, or advance level designation.