

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
CORPORATE ASSET MANAGEMENT DIVISION
LOCATION – 100 KING ST W, HAMILTON

SENIOR PROJECT MANAGER, CONTINUOUS IMPROVEMENT (PW)

SUMMARY OF DUTIES

The Senior Project Manager for Continuous Improvement will report directly to the Manager of Departmental Programs & Initiatives and will be an integral part of a dynamic management team. The successful candidate will serve as a consultant to support the ongoing development of the Departmental Management System, primarily its continuous improvement program. This role aims to drive positive change that enhances the performance of the Public Works portfolio and improves public service to the community.

GENERAL DUTIES

Under the framework of the Departmental Management System, facilitate the development, implementation, and management of a Corporate and Department-wide Continuous Improvement program. This will involve providing support and guidance to process owners and departmental management, identifying initiatives focused on improvement, and overseeing relevant projects.

Continuous Improvement

Engage and collaborate within the organization and others in the organization to provide recommendations for operational changes that have effective impact and are in alignment with organizational standards and requirements.

Maintain the Continuous Improvement Program within Public Works and work with all parties to ensure Continuous Improvement guidelines and methodologies are followed.

Lead Continuous Improvement activities and provide program updates to Departmental Leadership Team and the Continuous Improvement Working Group on a monthly or quarterly basis, as appropriate.

Evaluate, respond to and incorporate Continuous Improvement related requests and recommendations from Divisions.

Educate, coach and mentor teams in CI, Lean Process Improvement and Six Sigma concepts where appropriate. Deliver training & refresher training on LSS tools as needed.

Conduct comprehensive internal process reviews (audits), identify and document instances of non-conformance, and pinpoint opportunities for process optimization and performance enhancement across the entire portfolio of Public Works, encompassing operational, planning, and engineering functions.

Make recommendations to the General Manager of Public Works and the Divisional Leadership team on services, policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

Make recommendations to the General Manager of Public Works and the Divisional Leadership team on levels of service, key performance indicators important to the organization.

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

Use statistical analysis to identify performance trends and make recommendations for project opportunities/enhanced services based on verified data testing.

Develop strategic change management recommendations in response to identified process improvements and implementation of same.

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

Establish justification for Continuous Improvement efforts and link to Departmental /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.

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

Lead and Participate in medium to large-sized strategic projects.

Coordinate and manage projects 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, 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.

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

QUALIFICATIONS

1. Experience related to the duties listed above, normally acquired through the completion of a degree or diploma in Engineering, Sciences, Quality Management, Operations Management, or related discipline. Candidates with equivalent combination of education and experience will be considered.
2. Experience in managing continuous improvement initiatives.
3. Lean Six Sigma certification is desired, Black Belt certification preferred.
4. Practical experience in process improvement using Lean Six Sigma or similar methodology required.
5. Practical experience in Quality Management Systems preferred.
6. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
7. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results.
8. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.

9. Excellent presentation and facilitation skills.
10. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
11. Strong leadership, coaching, and performance management skills with the ability to lead teams.
12. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
13. Solid understanding of project management approaches, tools, and phases of the project lifecycle.
14. Ability to prepare complex statistical reports and efficiency calculations.
15. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.