CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(CORPORATE ASSET MANAGEMENT DIVISION - LOCATION – 100 KING ST. W.)

SENIOR PROJECT MANAGER – INNOVATION (PW)

SUMMARY OF DUTIES

Reporting to the Director, Corporate Asset Management, the Senior Program Manager, Innovation – PW will assume lead accountability for developing and managing strategies and processes at the departmental level that will innovatively support the management of operations. This includes introducing a robust department wide regime for more efficient and effective operations using planning, technology advances, information systems, functional configuration, the science of data management and digital services, to positively affect the performance of the Public Works portfolio and enhance public service to the community.

GENERAL DUTIES

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 the Department.

Develop reporting mechanisms to ensure operational planning is easily monitored and managed.

Participate in status meetings, report on status, and communicate status as appropriate.

Identify, analyze, and escalate any issues, risks or changes as required.

Operational Advancement
Develop strategies to support the advancement of Public Work's operational and technology environments.

Through an understanding of operational and business needs, identify gaps and opportunities for advancement as related to technology and information systems.

Work to maximize technology and information system functionality existing in Public Works.

Implement controls within Public Works to ensure change is well managed and productive.

Maximize the practices of collecting, keeping and using data efficiently and cost-effectively in order to drive decision making and improve operational performance.

Support the development and implementation of the Department's Smart City and digital transformation strategies and roadmaps in line with Corporate objectives and strategies.

Oversee and monitor the Department's implementation of digital tools, on-line services and availability of data.
Act as the Department's central point of awareness for smart initiatives to maximize opportunities, increase economies of scale in investments and enable data sharing through enabling cross boundary projects.

Lead the development of a technology roadmap for Public Works.

Lead Department level change management processes for digital transformation and the smart city plan to support adoption.

Collaborate and liaise with corporate shared services such as Finance, Human Resources and Information Technology on implementation of strategic projects.

Evaluate and manage the performance of internal staff and external consultants, including daily operational supervision, resource scheduling, skills development, performance improvement and disciplinary actions.

Provide leadership and day to day management of the work and performance for technical staff and day to day management of technical solutions which support and deploy corporate and departmental solutions to the City of Hamilton and its public constituents.

Assigned to one or more projects as a steering committee member, project team member and/or a project lead.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Engineering, Sciences, Operations Management, or related discipline. Considerable experience in aligning technology and information systems with business needs. Candidates with equivalent combination of education and experience will be considered.

2. Demonstrated supervisory experience and skills. Ability to challenge, lead, coach and inspire others to excel in an environment that fosters innovative approaches to problem resolution.

3. Demonstrated experience related to innovation in an operational environment.

4. Demonstrated experience related to operations management, specifically operational planning and execution.

5. Demonstrated experience developing and implementing strategies in an operational environment.

6. Practical experience with information systems, Smart initiatives and digital strategies.

7. Practical experience with control processes related to information systems.

8. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.

9. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results.

10. Solid understanding of project management approaches, tools, and phases of the project lifecycle.

11. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.

12. Excellent presentation and facilitation skills.

13. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.

14. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.

15. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).

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

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