

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

ENVIRONMENTAL SERVICES DIVISION – BUSINESS PROGRAMS

LOCATION – 100 KING ST 14TH FLOOR

SENIOR PROJECT MANAGER QUALITY MANAGEMENT SYSTEM – ENVIRONMENTAL SERVICES

SUMMARY OF DUTIES

Reporting to the Manager of Business Programs, the Senior Project Manager will contribute to a dynamic management team of professionals. The successful candidate will act as the Divisional consultant in support of developing performance measurement, continuous improvement initiatives, quality management and legislative compliance as well as a robust division wide operational planning regime, that is in alignment with the Public Works Department QMS program, with the objective of driving change that will positively affect the performance of the Divisional portfolio and enhance public service to the community.

GENERAL DUTIES

In collaboration with the Public Works Department Quality Management System staff, lead the development, implementation and management of a Quality Management framework and program for the Environmental Services Division.

Lead the development, implementation and management of a Division wide process and continuous improvement program by providing support and guidance to process owners and Divisional management through the identification of improvement-oriented initiatives and undertaking projects.

Lead the development, implementation and management of operational planning and compliance processes within the Environmental Services Division. Ensures that the divisional and departmental operational and environmental compliance related initiatives are in alignment.

Lead the development, implementation and management measuring and reporting performance metrics in the Environmental Services Division. Ensures that the divisional performance measures / KPIs are reported on applicable scorecards in a timely fashion.

Provides day-to-day leadership, coaching, motivation and direction to the QMS team including scheduling, coordination, supervision and guidance as appropriate. Develops and empowers staff through delegation of responsibilities and accountabilities, through regular coaching and feedback and by providing development opportunities and technical direction as appropriate.

Utilize project management principles to coordinate and manage projects effectively and ensure they are delivered on time, on budget, and to agreed quality standards.

Prepare and present plans and reports on efficiency and effectiveness activities to the Manager of Business Programs and Director of Environmental Services.

Plan and facilitate meetings, conduct interviews, and run working sessions.

PROCESS AND CONTINUOUS IMPROVEMENT

Conduct process audits to document and identify opportunities for performance improvement throughout Environmental Services.

Make recommendations on services, policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

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

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

Participate in medium to large-sized strategic projects.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

Participate in defining project scope and champion stakeholder needs; Develop comprehensive business requirements, project charters and establish key deliverables and success metrics.

PERFORMANCE MEASUREMENT

Make recommendations respecting key performance indicators important to the Division 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 PROGRAM

Provide leadership relative to quality management initiatives throughout the division acting as internal consultant for the development of documents control systems, policy development.

Develop framework for the implementation of quality management style processes throughout the Environmental Services Division and ensures it is aligned with the departmental quality management processes.

Initiate and deliver a document control system to ensure maintenance of the Quality Management System.

Initiate and deliver a comprehensive operating procedures regime for the division.

Develop internal audit regime to ensure compliance with regulation and conformance with quality management framework.

OPERATIONAL PLANNING AND LEGISLATIVE COMPLIANCE

Lead the development of a framework for annual operational planning throughout the division.

Represent the Division in collaborating with Senior Leadership within Public Works to ensure operational planning serves the purposes of the various sections across the division.

Ensures all Environmental Compliance Approvals and Permit requirements for Divisional sites and facilities are met. Supports Divisional environmental and legislative needs, coordinates responses and provides advice related to impacts of new or changing legislation.

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.

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

Ensure compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Maintain a library of regulatory documentation and ensure staff are briefed on and understand any new legislative requirements, ECAs, related permits and procedures.

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

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Engineering, Environmental 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. Practical experience in continuous and process improvement using Lean Six Sigma, Lean Six Sigma certification is desired.
6. Practical experience with documents control systems.
7. Practical experience conducting audits within a quality management system.
8. Detail oriented and exceptional planning and organizational skills with the ability to manage multiple assignments.
9. Solid project management and change management skills with strong ability to design appropriate strategies to achieve desired results using the tools and phases of the project lifecycle.
10. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
11. Excellent presentation and facilitation skills.
12. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
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 prepare complex statistical reports and efficiency calculations.
15. 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