

CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT - ENERGY, FLEET AND FACILITIES AMANGEMENT DIVISION (EFFM) –
LOCATION - 28 JAMES STREET NORTH, 5TH FLOOR**

SUPERINTENDENT, QUALITY & PROJECT MANAGEMENT OFFICE (QPMO)

SUMMARY OF DUTIES

Reporting to the Director of Energy, Fleet and Facilities Management (EFFM) of Public Works, the Superintendent Quality & Project Management Office (QPMO) 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 as well as a robust divisional wide operational planning regime with the objective of driving change that will positively affect the performance of the EFFM portfolio and enhance public service to the community.

Superintendent Quality & Project Management Office (QPMO) provides the leadership, expertise, manages & supports the process for the development and execution of requests for proposals (RFPs), requests for quotations (RFQs), invitations to bid (ITBs) and other procurement initiatives. The Superintendent will also define and facilitate communication between Project Managers within Capital/Energy/Operations and Corporate Services in order to ensure that products and services are delivered according to plan, City Policy, PMO procedures and within budget. The Superintendent provides the leadership, business acumen & understanding, knowledge and advice, contributing to the design of and implementation of the standards, methods, practices and policies governing the acquisition of products and services for Facilities/Energy/Capital and Construction.

GENERAL DUTIES

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

Lead the development, implementation and management of a Quality Management framework and program for Energy, Fleet and Facilities Management Division.

Lead the development, implementation and management of strategic and operational planning processes within the Division.

Project Management Office (PMO)

Participate in the development and execution of a strategy for a best in class PMO.

Develop and execute a PM methodology to plan, manage and execute all Program initiatives.

Act as single point-of-contact for the Program to Legal and Corporate Services.

Continuously monitor and report on progress of the Program to all stakeholders. Communicate progress on regularly defined intervals to Sectional team members and management.

Maintain processes to ensure Program documentation, reports and plans are relevant, accurate and complete.

Develop positive relationships with managers and staff to enable the PMO to provide relevant support including facilitation, tracking and reporting on Program activities and training.

Understand the deliverables of internal and external PMO customers and contribute to success through cooperative and collegial processes.

Process Request for Information (RFIs), Request for Proposal (RFPs), Purchase Order Requisitions, and all required contract documents from various project managers through to Corporate Services while ensuring all relevant policies and procedures are adhered to.

Job Description #: A12819

Develops and maintains standardized templates including re-usable content for RFPs, RFIs and other request for services and/or products that are routinely issued.

Monitors and interprets data relevant to Program to assist with priority setting, Program implementation and evaluation.

Monitors and reports on status of issued and 'in process' RFP's and purchase agreements, escalating delivery problems as necessary to minimize impact to project schedules.

Provides direction and leadership to staff including daily supervision, scheduling, skills development and disciplinary actions.

Ongoing management and updating of digital office templates, procedures, flow charts, etc.

Administering the PMO document SharePoint and associated procedures including adding new sub sites for new projects using existing templates and updates where required; adding users and groups, libraries, lists, and views as required.

Monitors budgetary accounts in accordance with established corporate policies and procedures.

Assists in developing section goals, work plans and objectives by participating in strategic planning sessions.

Conceives, develops, and delivers techniques, practices, and procedures for contract formation and administration in a manner that best protects the City's interests.

Manages and controls contractual documents with staff. Coordinates contract activities, including contract development, negotiation, changes and roll-out with Legal and Corporate Services.

Defines, implements and maintains change control processes and procedures.

Maintain Insurance renewal certificates by reviewing and tracking and maintaining spreadsheet; tracking expiry dates; ensuring valid certificates are maintained for duration of entire contract; notifying project managers of upcoming insurance expiries; obtaining certificates; reviewing certificates; filing certificates; responding to inquiry.

Contract administration form review, tracking and preparation of letters (change orders, substantial performance, final certificates, vendor performance).

Roster tracking (maintaining spreadsheets; providing information as requested; maintaining copies of assignments awarded).

Managing sub-search requests (tracking lien period expiry dates; requesting sub-searches; notifying appropriate staff of outcome).

Warranty period tracking (maintaining spreadsheet; tracking warranty period expiry dates; notifying project managers of upcoming warranty expiries).

Managing hardcopy files (setting up files, filing material, moving files, retrieving files, archiving files).

Process invoice and progress payments and maintain associated hardcopy and electronic filing system as required,

Develop reporting systems that produce accurate and timely financial reports for all aspects of the Program. Project and WIP updates

Where necessary, provides appropriate contract and subcontract information to accounting and purchasing departments.

Develops Council presentation material related to RFP's and contracts, as requested by the Director and Manager's.

Explore funding opportunities from all levels of government and external agencies to support divisional infrastructure needs

Job Description #: A12819

Process Improvement

Conduct process audits to document and identify opportunities for performance improvement throughout the entire portfolio of the Energy, Fleet and Facilities Management including operational, planning and engineering functions.

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

Make recommendations to the Director respecting key performance indicators important to the Division with an emphasis on dashboard style reporting. Develop and deploy key performance indicator (KPI) metrics and ensure ongoing tracking, and implementation of corrective actions.

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

Provide leadership relative to quality management initiatives throughout the Division acting as internal consultant for the development of documents control systems, policy development and assisting all Sections as representative of the Director's office.

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

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 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.

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.

Quality Management

Develop framework for the implementation of quality management style processes throughout Energy, Fleet and Facilities Management Division.

Initiate and deliver a document control 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.

Act as a Divisional Lead with the General Manager's QMS team.

Operational Planning

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

Represent the Director's office in collaborating with Senior Leadership within EFFM to ensure operational planning serves the purposes of the various operations across the EFFM Division.

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.

Help to manage overall project budget, track budget to actuals, and comply with on time budget requirements.

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.

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or College Diploma in various disciplines such as but not limited to Business Administration, Program Management, Engineering, Sciences, Quality Assurance, Operations Management, or related discipline or an equivalent combination of education and relevant business experience will be considered.
2. Considerable and relevant experience in procurement processes, financing & budgeting process with preference for Facilities/Energyrelated RFP and Construction Tender procurement.
3. Experience in public sector procurement, finance, capital and operational budgets.
4. Hands on experience in searching and applying for grant funding from various levels of government and outside agencies. Lead in filling out intake applications for funding opportunities.
5. Knowledge across multiple technical areas and business segments relevant to the Fleet/Energy/Facilities and infrastructure/business applications.
6. Possesses a demonstrated record of strong leadership, team advocacy, and client service focus with the ability to effectively lead/guide a multi-disciplinary team with the ability to motivate and develop team members.
7. Well developed planning, organizational & analytical skills, with developed innovative and solutions-oriented problem-solving skills.
8. Knowledge of program and project management fundamentals including Project Management Office(PMO) & Quality Management principles and best practices,
9. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in pressure situations.
10. Experience working in a team-oriented, collaborative environment.

Job Description #: A12819

11. Knowledge of and experience in the utilization of project management principles
12. Exposure to business theory, business processes, management, budgeting, and business office operations, with strong business acumen.
13. Demonstrated knowledge and experience with PeopleSoft would be a strong asset.
14. Must have an intermediate to advance knowledge of and experience with Word, Excel, PowerPoint and Visio, sufficient to manipulate data, create and write basic reports, and develop presentations.
15. Ability to make sound and logical judgments.
16. Strong interpersonal, written, oral communication skills
17. Strong written skills, most in particular with Council Reports, Business Case development and Grant Application In-take

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