

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT - CORPORATE FACILITIES AND ENERGY MANAGEMENT DIVISION (CFEM) – LOCATION - 28 JAMES STREET NORTH, 5TH FLOOR

PROGRAM MANAGER, QUALITY MANAGEMENT OFFICE

SUMMARY OF DUTIES

Reporting to the Director of Corporate Facilities and Energy Management (CFEM) of Public Works, the Sr. Project Manager, Quality Management Office 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 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 CFEM portfolio and enhance public service to the community.

Provides leadership in a multi-functional workforce engaged in delivery and direction of services, including recommending improvement strategies in the delivery of quality management services to meet mandated goals and objectives.

GENERAL DUTIES

Oversee 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.

Participate in the development and execution of a strategy for a best in class divisional/sectional program.

Assist in development and execution of 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 QMO to provide relevant support including facilitation, tracking and reporting on Program activities and training.

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.

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Provides leadership, supervision and direction to subordinate staff, including recommending and implementing standard procedures and the provision of training programs to upgrade and maintain skills.

Promotes teamwork and integration between internal and external parties participating in cross-functional and cross program initiatives.

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

Administering the QMO 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.

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.

Assist and defines, implements and maintains change control processes and procedures.

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

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

Develop reporting systems that produce accurate and timely financial reports for all aspects of the Program, including 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.

Lead in searching and applying for grant funding from various levels of government and outside agencies. Lead in filling out intake applications for funding opportunities, as well as regular follow up and reporting to Director and Council.

PROCESS AND CONTINUOUS IMPROVEMENT

Supervises process audits and identifies opportunities for performance improvement throughout the CFEM Division.

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

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

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

Participates in medium to large-sized strategic projects.

Regularly communicates/interfaces and builds strong relationships with all appropriate stakeholders and project team

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members.

Participates in defining project scope and champion stakeholder needs; Develops comprehensive business requirements, project charters and establishes key deliverables and success metrics.

PERFORMANCE MEASUREMENT

Makes recommendations respecting key performance indicators important to the Division with an emphasis on dashboard style reporting.

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

Develops and deploys key performance indicator (KPI) metrics and ensures ongoing tracking, and implementation of corrective actions.

Research and networks with various industries as it relates to KPIs and benchmarking.

QUALITY MANAGEMENT PROGRAM

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

Develops framework for the implementation of quality management style processes throughout the CFEM Division and ensures it is aligned with the departmental quality management processes.

Initiates and delivers a document control system to ensure maintenance of the Quality Management System. Initiates and delivers a comprehensive operating procedures regime for the division.

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

OPERATIONAL PLANNING AND LEGISLATIVE COMPLIANCE

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

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

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

Mentors junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement with open and transparent communication.

Identifies, analyzes, and escalates any issues, risks or changes as required.

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

Performs 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

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preference for Facilities/Energyrelated RFP and Construction Tender procurement.

3. Experience in public sector procurement, finance, capital and operational budgets.
4. Knowledge across multiple technical areas and business segments relevant to the Fleet/Energy/Facilities and infrastructure/business applications.
5. Possesses a demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation and empowerment, demonstrating a commitment to ongoing excellence and continual improvement.
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7. 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.
8. Well developed planning, organizational & analytical skills, with developed innovative and solutions-oriented problem-solving skills.
9. Knowledge of program and project management fundamentals including Project Management Office(PMO) & Quality Management principles and best practices,
10. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in pressure situations.
11. Experience working in a team-oriented, collaborative environment.
12. Knowledge of and experience in the utilization of project management principles
13. Exposure to business theory, business processes, management, budgeting, and business office operations, with strong business acumen.
14. Demonstrated knowledge and experience with PeopleSoft would be a strong asset.
15. 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.
16. Ability to make sound and logical judgments.
17. Strong interpersonal, written, oral communication skills
18. Strong written skills, most in particular with Council Reports, Business Case development and Grant Application In-take
19. Demonstrated experience leading in an operational environment
20. Demonstrated experience with quality management systems preferably in a leadership role.
21. Demonstrated experience developing and implementing strategic and operational plans.
22. Practical experience in continuous and process improvement using Lean Six Sigma. Lean Six Sigma certification is preferred. Includes experience with ISO 9001 or any other relevant management system standard would be an asset.
23. Practical working experience with documents control systems
24. Practical working experience conducting audits within a quality management system.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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