

CITY OF HAMILTON

GENERAL MANAGER'S OFFICE, PUBLIC WORKS

SENIOR PROJECT MANAGER, PUBLIC WORKS GENERAL MANAGER'S OFFICE

SUMMARY OF DUTIES

Reporting to the Director Corporate Asset Management, this position is responsible for assisting the General Manager's Office and the Department Leadership Team (DLT) with service delivery transformation across the Department and Corporation to ensure that the City is well positioned to provide high quality sustainable services in a fiscally responsible manner well into the future. This position provides leadership, direction, facilitation, and advice on overall corporate strategic initiatives; provides oversight, direction, integration, and alignment of corporate processes and related technologies. The position has lead responsibility for coordinating various corporate strategies for the City and working with all Divisions and other Departments to ensure that service delivery needs are aligned to people management and employee engagement strategies in support of the Public Service Value Chain and its outcomes. Identifies service delivery performance standards and measures client service delivery across Divisions to achieve improvements in efficiency and effectiveness.

GENERAL DUTIES

Working through the General Manager, Public Works creates a multi-year service delivery program that outlines service delivery improvement initiatives for Public Works that align with corporate priorities, the Departmental Quality Management System and the City's community vision and strategic plan.

Provides advisory support, strategic options, position papers, and briefing material to the General Manager, Public Works on issues such as fiscal limitations, changes to legislation with program delivery implications related to strategic planning. Monitors and examines emerging trends and best practice literature that has potential impact on effective and efficient management of public works services.

Develops and leads continuous improvement initiatives and Department-wide transformational strategies that drive efficiencies such as: operational and business process reviews, business process redesigns, change management programs, emerging community issues, etc. Provides direction in the implementation of standards such as the Departmental management system and development of methodologies to improve business processes.

Creates service delivery and quality standards based on citizen needs, public and private sector benchmarks, current and future state, and organizational cost.

Initiates, leads, and facilitates multi-disciplinary teams comprised of staff and outside agencies to address Department and Corporate initiatives. Identifies required skill sets and makes recommendations to Public Works' DLT on the use of Department resources and ensures that resources are optimized on cross-departmental, operationally-focused strategic initiatives.

Interacts with consultants on Departmental and Corporate projects including the preparation of specifications and terms of reference, overseeing the collection of data and analysis and reviewing/commenting on consultants' reports and recommendations.

Facilitates the development and on-going review of the yearly Departmental Business Plan. Develops appropriate tools and mechanisms to monitor, measure, and report on performance against the plan.

Participates in formulating the annual capital and operating budget for the Department.

Provides creative leadership through consultation with the Public Works Department

Represents the Public Works Department on corporate committees and project teams.

Partners inter-jurisdictionally with service organizations such as the Ontario Municipal Benchmarking Initiative to achieve better service outcomes for citizens.

Ensures communications plans are embedded and implemented as part of service delivery transformation efforts and improvements – leadership and management support, internal communications, and issues management.

Coordinates service delivery frameworks for Public Works internal and external services using corporate models. Aligns performance measures (effectiveness and efficiency) against service delivery frameworks.

Works with Human Resources to ensure service delivery principles, values, goals, and direction is an input into performance management, employee engagement, and leadership development programs.

Supports business and technology alignment strategies across all strategic initiatives; investigates opportunities for integration of systems.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned that are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Proven knowledge of management principles, practices and theories in delivery of municipal services acquired by obtaining a university degree in Public Administration, Business Administration, or related field from a recognized university, or through a combination of education and related work experience.
2. Demonstrated knowledge/understanding of political, citizen, and business perspectives in service delivery models combined with demonstrated ability to coordinate initiatives, manage projects, and meet tight timelines.
3. Extensive experience in a public sector environment with experience and responsibilities for policy/program initiatives and analysis, quality management, process improvement, project management, and change management strategies.
4. Must be self-motivating and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
5. Must have an understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities, including knowledge of the Municipal Act.
6. Demonstrated financial management skills including the development, implementation and monitoring of budgets.
7. Ability to exercise appropriate judgement and discretion in dealing with confidential and/or potentially controversial information, ability to interact with consultants in a professional, tactful and courteous manner.
8. Highly effective leadership, facilitation, communication, presentation, conceptual problem-solving, interpersonal and organizational skills, with the ability to multi-task and adapt quickly to change.
9. Demonstrated experience and ability to lead or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
10. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and highly developed project management skills.

11. Highly committed individual that will embrace the opportunity to develop new skills and provide insight on the improvement processes to advance the Department's and Corporation's effectiveness in the delivery of services.
12. Excellent written, verbal, research and presentation skills and the ability to work in a team environment is essential.
13. Possess computer literacy skills utilizing the Microsoft Office Suite of Products including Outlook, Word, Excel and PowerPoint.