



SENIOR PROJECT MANAGER

Job ID: 48837

Job Category: Project Management

Division & Section: Deputy City Manager's Office, Strategic Capital Coordination Office

Work Location: City Hall, 100 Queen St. West

Job Type & Duration: Full-time, Temporary Vacancy (18 months)

Salary: \$112,280.00 - \$149,247.00, TM1398, wage grade 7.5

Shift Information: Monday to Friday, 35 hours per week,

Affiliation: Non-Union

Number of Positions Open: 4

Posting Period: 16-JUL-2024 to 06-AUG-2024

The Senior Project Manager positions will report to the Manager, Capital Process Improvements Implementation, within the Strategic Capital Coordination Office (Office of the Deputy City Manager, Infrastructure Services), and will manage projects that will deploy the recommendations arising out of the Capital Delivery Improvements Review.

The Capital Delivery Improvements Review was initiated in 2022 to resolve issues and concerns with current capital delivery processes. Its broader objectives were to establish new process and procedures that would:

- Improve consistency and adherence to capital delivery procedures, resulting in more reliable deployment schedules;
- Provide earlier and better-defined tenders, creating fewer delays and deferrals;
- Mitigate repetitive work, reducing redundant exchanges between stakeholders;
- Provide greater forward-visibility, making it easier to adhere to the deployment schedule; and
- Enhance end-to-end collaboration across divisions.

A dedicated team of staff with representation from Engineering & Construction Services, Toronto Water and Transportation Services worked with a broad range of capital delivery program stakeholders to identify solutions to several process challenges experienced across the capital delivery lifecycle. The project team delivered their recommendations in December 2023.

The Capital Delivery Improvements Review produced foundational recommendations and an Implementation Plan, supported by comprehensive documentation that will provide guidance for this assignment. The recommendations cover a number of organizational, process and system improvements that will significantly improve the way the City delivers its capital infrastructure.

The Senior Project Managers, Capital Process Improvements Implementation, will focus on delivering recommended improvements associated with the major phases of the capital infrastructure lifecycle, including:

- Assessment of Needs
- The Clearance Processes

- Feasibility & Intake
- Preliminary Design
- Detailed Design
- Construction

The work identified in the Implementation Plan includes developing standard operating procedures, building tools, and implementing organizational changes in consultation with stakeholders in the Strategic Capital Coordination Office (DCMO-IS), Engineering and Construction Services (ECS), Toronto Water (TW) and Transportation Services Divisions (TS). The work will include delivering training for the new methodologies and applying change management techniques to ensure the success of the implementation of recommendations.

This assignment represents a great opportunity for the successful candidates to work more closely with senior management and collaborate with technical staff across the capital delivery units within Engineering & Construction Services, Toronto Water and Transportation Services. The successful candidates will be responsible for the project management for a variety of related projects that will include developing process mapping, standard operating procedures, building tools, implementing organizational changes in consultation with stakeholders and training. These positions will be supported by a consultant who will assist with process engineering, process documentation, and workshop facilitation.

Main Responsibilities:

- Develops and manages projects to implement the outcomes of the Capital Delivery Improvements Review.
- Manages the work of a supporting consultant.
- Develops and fosters a cooperative working environment with stakeholder divisions, and collaboratively develops solutions that provide maximum benefit and lasting change.
- Allocates Capital and Operating budget funds, develops business cases, and ensures that the project expenditures are controlled and maintained within approved budget limitations.
- Provides lead project management and strategic advice for all projects, activities and assignments to deliver assigned projects and programs in a complex municipal environment. Coordinates inter-divisional programs, including program development, resource allocation, monitoring service standards and delivery levels.
- Acts as a resource person for public inquiry on assigned projects and program activities.
- Independently manages and/or develops solutions to resolve complex issues (often involving multiple stakeholders) with an appropriate level of decision making. Makes timely decisions concerning required escalations, anticipating and providing the information needed to make decisions, give approvals, and resolve issues.
- Promotes effective teamwork, high standards of work quality and organizational performance, and encourages innovation in others.
- Manages and/or participates in the development and implementation of continuous improvement initiatives and assigned projects involving multiple divisions including various coordination activities, alternative service delivery options and service integration issues resulting in improved organizational structure, service levels and customer service.
- As part of process development, incorporates key performance indicators that will seek to improve the current regulatory, policy and legislative frameworks of various processes.
- Builds effective and collaborative relationships with City partners, senior management, the academic community, industry partners, and other sources to develop innovative operational improvement initiatives.

- Advises and responds to requests from senior management and Division Head on project issues, status and technical matters.
- Maintains awareness of developments and advancements in the areas related to projects, and researches best practices, policies and procedures from equivalent municipalities concerning the Division.
- Provides leadership in business transformation initiatives and participate in cross-divisional collaboration in innovative service improvement.
- Oversees the review and formulation of performance standards and procedures of various projects and programs. Identifies and evaluates performance standards and makes recommendations on performance improvements and procedures.
- Provides leadership, direction and oversight in the design and development of programs, policies and research projects to improve service quality, address service gaps, meet service targets and respond to changing Provincial, City or local priorities and requirements.
- Identifies emerging issues, opportunities and challenges and develops recommendations in response.
- Generates insights through research, analysis and stakeholder input to support data-driven decisions on operational improvements.
- Improves efficiency and capabilities by introducing new processes and structures based on business requirements.
- Prepares correspondence/reports to Standing Committees, City Council and Members of Council as necessary.
- Acts as the divisional representative at meetings with other Government officials, municipalities, citizen groups, other divisions, and Councillors for information sharing purposes.
- Provides expert strategic planning knowledge, advice, executive-level support and professional judgment on performance management issues.
- Manages several cross functional project teams working concurrently on new initiatives and process improvements.
- Contributes to best practices related to project management, applies sound project management methodologies, agile solution development, change management and business transformation.
- Prepares presentations, speeches, correspondence and briefing notes for the Manager on various initiatives, confidential and sensitive matters and /or other required topics.
- Represents the Division regularly at meetings for large scale, complex initiatives concerning divisional projects.
- Facilitates requests from elected officials and the public, and generates a ranges of options for programs and policies, assessing the implications and feasibility of these options and recommends viable solutions and implementation strategies for various projects.
- Organizes and delivers presentations to committees of Council and/or senior management and at conferences, seminars and events, as required.
- Regularly updates documentation on project initiatives, including the website, newsletter and various medias.
- Ensures excellent customer service is provided to both external and internal clients.
- Establishes, maintains and fosters linkages to other Divisions to ensure effective partnerships within the Corporation.
- Maintains a continuous and thorough knowledge of current corporate and other divisions' issues and initiatives related to the Division.
- Manages confidential and sensitive information affecting personnel, operations and resources.

Key Qualifications:

1. Post-secondary education in a professional discipline pertinent to the job functions (e.g. civil engineering, project management, etc.), combined with relevant managerial experience, or an equivalent combination of education and experience.
2. Extensive experience in a project management leadership role delivering projects, activities and assignments, from inception through to implementation, with minimal direction while balancing political, community and other stakeholder interests.
3. Considerable experience in one or more of the following:
 - Managing projects, involving innovative results-oriented business transformation and change management processes that focus on continuous improvement to increase operational efficiencies and effectiveness.
 - Developing and implementing strategic plans that include clear objectives and an implementation plan.
 - Capital infrastructure planning, coordination, design, and/or deployment, or some combination thereof.
 - Business planning, strategic planning, procurement and contract management activities, service delivery, program and project management and operational issues.
 - Organizational development, change management and project management.
4. A Project Management Professional designation would be an asset.
5. Excellent presentation and interpersonal skills with the ability to effectively communicate both verbally and in writing to all levels of the organization and with elected officials, the media and the public.
6. Excellent analytical, critical judgement, technical, problem solving, conflict resolution, and fiscal management skills.
7. Demonstrated ability to operate as an accountable project manager and member of a management team.
8. Demonstrated extensive knowledge and application of the Occupational Health and Safety Act, including but not limited to the identification of hazards associate with linear infrastructure construction (e.g., excavations, utility cuts and traffic), due diligence, and supervisory competency.
9. Knowledge of relevant provincial and municipal legislation, Ontario Statutes, contractual obligations, and related corporate policies.

Note To Current City of Toronto Employees:

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How to Apply:

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting Job ID 48837, by Tuesday, August 6, 2024.

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