



Job Title	Corporate Innovation and Continuous Improvement Project Manager
Posting Id	568
Department	Office of the City Manager
Division	Strategic Initiatives
Rate of Pay	\$106,752.00 - \$123,826.00 Annual
Job Type	Full Time
Replacement/New Position	New Hire
Posting Type	External
Posting Date	11/23/2020
Application Deadline	12/11/2020
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Corporate Innovation and Continuous Improvement Project Manager

Position Summary

Reporting to the Chief Transformation Officer, the Corporate Continuous Improvement Project Manager works collaboratively with all Divisions to improve the efficiency and effectiveness of Richmond Hill's services. The Corporate Continuous Improvement Project Manager is responsible for the delivery of continuous improvement initiatives achieving strategic outcomes and innovative practices corporately. It will play an important role in helping to foster a culture of sustainable change through the creation and embedding of Lean methodology, and the supporting framework, to deliver business transformation.

Key Duties and Responsibilities

- To lead and facilitate Lean/process improvement based workshops to drive ideas and solutions
- To identify and deliver service improvement activity across the business through employing process improvement methodologies and the application of innovative thinking
- To build effective partnerships with City departments, work with key business stakeholders, and multi-divisional 'Lean champions', to build a continuous improvement environment to support an ongoing program of change
- To support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better ways of working
- To identify trends and process variations as part of establishing a continuous improvement monitoring system
- To assist in the development and implementation of a continuous improvement strategy
- To take ownership of change initiatives from evolution/efficiency identification through to project delivery via internal governance and controls
- To elicit requirements and drive process change using staff interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, business analysis and workflow analysis
- To work with other team members and business divisions to devise new support material based on the revised processes, to include training, reporting and systems enhancements
- To actively monitor project risks to foresee/identify potential problems and proactively identify solutions to address in advance
- To ensure the business impact and project objectives/dependencies are identified, reported on and managed at all times
- To set up a program, deliver coaching and run projects across divisions
- To complete post implementation reviews to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects
- To advise and assist in the development of Performance Indicators for key divisional services
- Coordination of the training program, mentorship of the program participants, evaluation of the CI program and skilling up the project team members
- Prepare Committee and Council reports and presentations
- Manage contracts, contract plans and contract payments and implements quality control/quality assurance for project deliverables

Education and Experience

- University Degree in Business Administration, Engineering, Environmental Science or related program or approved equivalent combination of education and experience
- Minimum accredited Lean, Six Sigma Black Belt
- Minimum 5-7 years proven continuous improvement analytical experience from a similar role, including project management and business analysis

Required Skills/Knowledge

- Excellent understanding of continuous improvement concepts including Six Sigma, Lean, value stream mapping
- Ability to set-up, facilitate and lead service improvement/'WorkOut' sessions with a range of business stakeholders (incl. Experience of process/value stream mapping)
- Proficient in the use of Microsoft Office, including Project, Visio, Word, Excel, Outlook, and PowerPoint
- A 'completer-finisher' taking accountability for ideas from inception to delivery, in an environment that requires robust metrics to confirm success

- Experience of designing or implementing a framework of continuous improvement in a medium to large organization
- Experience and formal training in innovation tools (e.g. design thinking, customer experience mapping)
- Experience of hands-on implementation of continuous improvement programs and Lean solutions
- Experience of designing remediation plans to address productivity and efficiency issues, and track record of following through to ensure closure
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of business partners, senior managers, and subject matter experts
- Strong analytical, project management skills, including a thorough understanding of how to interpret business needs and translate them into operational requirements
- Demonstrated experience of the whole project life cycle, able to operate in the initial conceptual design stage, in the depths of system testing, and at each stage in between
- Demonstrated experience in municipal government

Leadership Competencies

- Demonstrates personal leadership
- Builds people and culture
- Cultivates open communication
- Shapes the future
- Navigates and leads through complexity and change

The City of Richmond Hill is committed to inclusive, barrier-free recruitment and selection processes. If contacted to participate in the recruitment and selection process, please advise Human Resources if you require an accommodation.

