

Lean Six Sigma Black Belt, Development Process Improvement Project Manager

When you join the City of Guelph, you join a team of 2000 full and part-time employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment.

As a regional top employer, the City of Guelph values its employees and offers competitive salaries, excellent benefit packages, opportunities for professional development, a healthy work-life balance, and many roles with flexible work options. Our corporate values are integrity, service, inclusion, wellness, and learning. Guelph is consistently ranked as one of the best places in Canada to live, work, and play—all good reasons to consider a career in this beautiful city.

The Opportunity

Resumes are being accepted for the position of **Lean Six Sigma Black Belt, Development Process Improvement Project Manager (Temporary for 2 years)**. The position functionally sits within the Planning Team but supports the development and implementation of a portfolio of continuous improvement projects and activities across the Development Approvals Process. Reporting to the General Manager, Planning and Building Services, you will work with all levels of employees in the value stream with the objective of improving the Development Approvals process through a targeted group of improvement projects and activities, including digitization of the overall process, over the course of the 2-year timeline. Guided by the goals and objectives of the City of Guelph Corporate Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

The ideal candidate is experienced and passionate about leading teams through change and driving results through process improvements using a combination of Lean, Six Sigma and Change Management methodology and techniques. Actively contributing as part of a highly engaged team, the candidate will identify, own, and implement initiatives that improve operational processes all the way through sustained benefits realization to increase quality and value. This position requires a self-starter with an engaging leadership style, training experience, change management expertise and solid influencing and facilitation skills who will quickly develop relationships across the organization while contributing to a fun and collaborative work environment.

Your role

- Lead the development of a team to delivery of a portfolio of various size and complexity process improvement initiatives to improve the Development Approval Process through the application of Lean, Six Sigma, Change Management, and project management tools
- Research and benchmark other comparable processes internally, in other municipalities and/or in other businesses to determine best practices regarding the Development Approval Process
- Work with leaders and stakeholders to evaluate current processes/performance and determine appropriate projects to support the Development Approval Process by identifying, quantifying, and comparing potential improvement projects, and playing an active role in facilitating the prioritization, planning and execution process of those improvements
- Collaborate effectively with other key stakeholders across the organization and secure the appropriate engagement, business sponsorship and resources needed to deliver selected process performance improvements identified
- Actively identify potential risks & issues relating to the delivery of projects and manage a resolution process in a timely manner, only escalating major issues as required
- Remove obstacles and demonstrate a bias for action, manage multiple, concurrent, and complex priorities, and lead or influence multiple teams to execute projects which deliver process improvements, with measurable impact that is service oriented (cycle time, quality), financial (hard or soft savings, revenue) or strategic.

- Work with various business functions across the organization to develop and implement data gathering techniques to identify and rank opportunities for continuous improvement, as well as to measure improvement success and overall process performance long term for sustainability
- Conduct statistical analysis to identify performance trends and improvement opportunities to design business processes with the goal of predictable and reliable process performance and improved customer experience.
- Track key departmental and project performance indicator (KPI) metrics and assist with the implementation of improvements where needed; Organizational performance dashboard or scorecard development experience an asset
- Demonstrable skill in leading, training, and coaching teams and individuals within the Development Approval process project portfolio in Lean, Six Sigma, Change Management, project management, Root Cause Analysis, 5S, Kaizen, Standard Work, Visual Management and workshop facilitation techniques, while being an excellent example of all these skills
- Prepare reports and presentations on improvement activities and specific process improvement performance for both internal and external audiences as required
- Manage budget required to implement this project
- Any other duties commensurate with the role or other related duties as assigned

Qualifications

- Extensive experience as an active and practicing LSSBB or LSSMBB with a proven track record of delivering business improvement projects at Black Belt Level or above and post secondary education in a related field
- Experience working with and effectively influencing stakeholders at a senior manager level
- Results-oriented change agent who is an effective business systems thinker with the ability to manage risk and ambiguity on a project. Change management certification would be an asset
- Experience working with and evaluating performance measurement methods and statistical analysis; ability to analyze, interpret and act on complex data sets
- Capable of leading multiple improvement projects at the same time as part of an improvement portfolio approach; experience working as both an individual contributor and project coach type roles required
- Demonstrated project management and communication skills, Professional project management (PMP) designation would be an asset
- Demonstrated problem solving and critical thinking skills
- Knowledge of and experience working with municipal Development Approvals Processes is an asset
- Ability to communicate effectively with team members and others in the work group, as well employees in other departments, areas, customers, and outside agencies.
- Advanced computer skills in MS Office software and relevant business applications are required.
- Able to manage multiple and changing demands and priorities.

In accordance with the City of Guelph's employment practices, new employees are required to be fully vaccinated as a condition of hire, subject to accommodations required in accordance with the Ontario Human Rights Code.

Rate

\$87,200 - \$109,000

How to apply

Qualified applicants are invited to apply using our **online** application system by **Wednesday, May 18, 2022**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered. Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our careers page and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer that values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.