



Make working for
The City work for you.



Manager, Business and Performance - AMENDMENT

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Reporting to the Director of Recreation & Social Programs, the Manager of Business & Performance is accountable for, and oversees, key functions that support the delivery of business unit and service line outcomes. This position provides leadership and strategic management to the teams of Business Performance, Technology & Information, and Strategic Planning & Employee Development to enable the optimal delivery of recreation and social programs and services to Calgarians.

As a member of the Recreation & Social Programs Management Team, you will foster an inclusive leadership approach that promotes equity, diversity and inclusion, as well as psychological and physical safety. As a strategic decision-maker, you will be a systems thinker and possess political and business acumen and have experience in leading transformational change. Primary duties include:

- Set the strategic direction of the Business & Performance division and develop and implement short and long-term plans including objectives for a multidisciplinary team of employees.
- Collaborate with colleagues across the business unit on business optimization initiatives, including the development and monitoring of business performance metrics, scorecards and revenue optimization strategies to enhance the performance of recreation and social service offerings.
- Responsible for the overall business technology strategy and oversee the planning, implementation and sustainment of mission critical technology systems.
- Lead the development and monitoring of business plans and budgets including business unit-wide performance metrics, benchmarking and risk management.
- Oversee the learning and development strategy to support the retention and development of employees.
- Collaborate with colleagues across the corporation on corporate initiatives and manage high priority initiatives on behalf of the business unit and management team.

Qualifications

- A degree in a related field and at least 10 years of related intermediate to senior leadership experience leading teams in at least one of the key functions.
- A graduate degree in a related field is preferred.
- Demonstrated competency in developing strong relationships with colleagues and interested parties is required.
- Equivalent combinations of experience and education may be considered.
- Public sector experience, particularly municipal government experience in a large, multi-union environment is an asset.
- Experience in a leadership role in the private or not-for-profit recreation sector is also an asset.
- Aligning with City [corporate values](#), you will have demonstrated success in building, developing and leading strong and inclusive teams, combined with the ability to influence and bring about change, and success in developing and using metrics to improve organizational performance and creatively deploying resources to achieve effective and efficient outcomes.

Pre-employment Requirements

- A media check will be conducted.
- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level G \$104,791 – 164,869
Hours of work: Standard 35 hour work week
Audience: Internal/External
Amendment: Apply By Date

Business Unit: Recreation and Social Programs
Location: 2808 Spiller Road SE
Days of Work: This position works a 5 day work week with/ 1 day off in a 3 week cycle.
Apply By: May 15, 2024
Job ID #: 309759

Apply online at www.calgary.ca/careers