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- **Job ID #32090: Organizational Change Management Lead, Enterprise Time and Attendance System**
- **Union:** Non-Union
- **Job Description ID #: 7891**
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by 4:00 p.m. on **October 21, 2026**.
- **Duration:** Up to 24 months
- **Vacancy type:** New position
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

SUMMARY OF DUTIES

Reporting to the Manager, HR Technology & Analytics, the Organizational Change Management (OCM) Lead will drive end-to-end change strategy and execution for enterprise-wide implementation of Time & Attendance solution (UKG Pro WFM).

The role is responsible for leading and executing the organizational change management strategy to support transformation across the City and its affiliates. Responsibilities include stakeholder engagement, change impact assessment, communications, training, workforce readiness, and adoption monitoring. The OCM Lead will collaborate with HR leadership, Payroll, IT, departmental stakeholders, unions (as applicable), and external partners to ensure successful adoption across a diverse municipal workforce as well as successful transition to new workforce management processes and technologies.

GENERAL DUTIES

Lead and execute comprehensive organizational change management strategies, plans, and roadmaps aligned with enterprise Workforce Management transformation.

Conduct organizational change impact assessments across business units, identifying impacts to scheduling, timekeeping, attendance, payroll, and collective agreements.

Act as the primary OCM resource to establish stakeholder requirements related to change readiness, adoption, and communications. Works closely with sponsors, SMEs, HR, Payroll, IT, and Implementation Partner to support successful deployment.

Develop and implement comprehensive stakeholder engagement strategies, including union engagement where applicable, to ensure alignment and minimize resistance.

Lead stakeholder engagement across a diverse municipal workforce, including frontline staff, supervisors, senior leadership, and union representatives, ensuring transparency and alignment.

Create and deliver multi-channel communication plans, materials, and campaigns to support awareness, understanding, and adoption of new workforce management processes and technology for varied employee groups (unionized, office, outside, etc.).

Facilitate stakeholder workshops, town halls, and executive briefings. Create clear, accessible messaging for non-technical and unionized audiences. Ensure transparency and consistency in change communications.

Designs and implements role-based training strategies and programs, including instructor-led, e-learning, and user support materials, ensuring end-user readiness.

Partner with organizational learning teams to deliver scalable, repeatable training programs.

Supports process improvement initiatives including business process redesign, user experience improvements, and optimization of workforce management processes.

Establishes change governance frameworks, readiness assessments, adoption metrics, and reporting dashboards to track effectiveness of change initiatives.

Track and report on key metrics such as adoption, training completion, system usage, payroll accuracy, and other change effectiveness metrics.

Leverages metrics, dashboards, and reporting tools to monitor project performance and organizational adoption outcomes.

Leads organizational readiness activities, including surveys, focus groups, and stakeholder interviews, and develops mitigation strategies to address resistance and risks.

Collaborates with project teams to align change management activities with project milestones, ensuring seamless integration of OCM deliverables within overall project plans.

Serves as a key advisor on change management best practices, providing guidance to leadership and project teams on adoption strategy and workforce transition.

Supports post-implementation activities including stabilization, adoption tracking, continuous improvement, and sustainment planning.

Maintains strong internal and external partnerships to support cross-functional collaboration and successful delivery of program objectives.

Prepares and coordinates OCM deliverables including change strategies, communication artifacts, training materials, readiness assessments, and adoption reports.

Monitors risks, issues, and barriers related to change and escalates as required, providing recommendations and mitigation strategies.

Drives issue resolution and decision-making by developing options, recommendations, and escalation strategies as required.

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

QUALIFICATIONS

1. University Degree in Information Technology, Human Resources, Organizational Development, Business Administration, Public Administration, or related discipline, or an equivalent combination of education and relevant experience.
2. Considerable (preference for 5+ years) experience leading organizational change management initiatives for enterprise technology implementations, delivering complex enterprise system implementations, preferably within HR systems and Time & Attendance solutions such as UKG Pro WFM, Kronos, or equivalent.
3. Demonstrated experience supporting large-scale transformations (3000+ users preferred) in municipal, public sector, or highly regulated environments, including unionized workforces.
4. Strong understanding of HR functions, organizational dynamics and workforce management processes including timekeeping, scheduling, absence management, labour compliance, and payroll integration.
5. Demonstrated knowledge and application of change management methodologies (Prosci, ACMP, or equivalent) and ability to develop and execute change strategies, communication plans, training programs, and stakeholder engagement frameworks. Certification in Prosci, ACMP, or equivalent OCM methodology is preferred.

6. Experience conducting change impact assessments, readiness assessments, and adoption tracking for large, complex organizations.
7. Strong knowledge of project management methodologies, tools, and best practices, including experience managing scope, schedule, cost, risk, and quality. PMP/CAPM certification (or in progress) would be an asset.
8. Strong leadership capabilities with proven ability to engage, influence, and align diverse stakeholder groups, including senior leadership and frontline employees.
9. Excellent communication, facilitation, and interpersonal skills, with the ability to translate complex technical concepts into clear, business-focused messaging.
10. Strong analytical, problem-solving, and decision-making skills, with demonstrated ability to use data to drive insights and outcomes.
11. Experience working within Agile, hybrid, or waterfall delivery models, and collaborating with cross-functional and technical teams.
12. Excellent organizational, time management, and multi-tasking skills, with proven ability to manage multiple priorities and deliver results under tight timelines.
13. Proven ability to build, maintain, and strengthen collaborative relationships across departments and with external partners.

WORK CONDITIONS

- Hybrid (Remote/Home & Work Place) telecommuting work model-based role
- Must be able to sit/stand for prolonged periods of time using video-based technologies

HOURS:

35 per week

NOTE:

Disclaimer:

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

Terms:

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

Location

Hamilton, Ontario (Hybrid)

Department

City Manager's Office

Employment Type

Temporary, Full-Time

Minimum Experience

Experienced

Compensation

\$105,334.32 - \$131,667.90 /annual

Internal Job Code

15910