

ROLE SUMMARY

Reporting to the Director, Engineering, the Manager, Strategic Business Improvements oversees all aspects of ongoing process improvement, value management, project management, and quality management programs, including planning, organizing, staffing, leading, and controlling program activities, ensuring that all the different functional groups within the department are aligned and coordinated towards the goals of the programs.

The Manager will be responsible for developing a process improvement program, overseeing the end-to-end planning and execution of strategic business process improvement projects using Lean Six Sigma tools and methodologies. The Manager will also engage and collaborate with other departments to ensure changes in cross departmental business processes are identified and managed effectively, where feasible improvements to other departments' business processes will be included within Engineering's scope of review. The Manager will be responsible for fostering a culture of continuous improvement, drive measurable results in construction, operations, and maintenance activities, deliver introductory training on Lean Six Sigma concepts and tools, lead rapid improvement events and model service excellence in how the process improvement programs are delivered.

This position will guide project teams and engineering senior management in developing process maturity and organizational integrity with respect to project and quality management. This position will support the project management framework for the department by implementing new processes to improve performance and monitoring for compliance through peer audits / reviews. This position will help coach, mentor and develop project managers to perform successfully within the department's framework for project and quality management.

This position leads a team of unionized administrative staff who are responsible for the support service functions of the engineering department including: customer service, permitting, calls for service, project notifications, website updates, meeting minutes, supply inventory, timesheets, and Pcard processing. In addition, the position will be required to prepare and monitor an annual operating budget for the section.

QUALIFICATIONS

- Undergraduate degree in Process Engineering, Finance, Business Management or a related discipline or field.
- Lean Six Sigma Black Belt
- Registered with a relevant professional designation, such as CPA/MBA, P.Eng., , PMP or PROSCI Change Management.
- Value Analysis/Engineering Certification will be considered an asset.
- 6 years of experience in a combination of program, project and operational management including experience/responsibility managing diverse / complex projects and teams.
- An equivalent combination of education and experience may be considered.
- Demonstrated initiative and ability to develop, communicate, and implement successful strategic initiatives for multiple constituents with sometimes conflicting / competing objectives and goals.
- Ability and experience in developing and implementing continuous improvement strategic plans.
- Proven track record of innovative and strategic decision making, as well as experience in implementing change with new procedures and practices - develop, implement and sustain change.
- Demonstrated process improvement skills using Lean Six Sigma principles
- Demonstrated ability to undertake Value Analysis/Engineering to improve design and construction projects, business and administrative processes, and public sector services
- Proven track record of managing process improvement within a large public sector organization and be comfortable working with an IT department to develop specifications for system enhancements
- Demonstrated leadership and project management skills.

- Demonstrated ability to stay abreast of trends and new information.
- Demonstrated ability to lead and supervise employees in a unionized environment.
- Excellent ability to process large volumes of information, multi-task and re-prioritize work based on evolving organizational needs.
- Must be able to organize, lead and direct diverse activities in a changing environment.
- Significant hands-on leadership in budgeting and accounting, specifically within the public sector environment.
- Ability to independently lead initiatives and develop partnerships with internal and external stakeholders.
- Solid negotiation, conflict resolution, problem solving and decision-making skills required.
- Experience in using ERP systems
- Must be creative and flexible when solving problems and able to encourage and engage input from others.
- Proven ability to engage and inspire employees and stakeholders in collaborative processes that achieve tangible results.
- Excellent interpersonal skills to establish cohesive teams and interact effectively at all levels in the organization.
- Excellent communication skills to effectively communicate to both technical and non-technical audiences - ability to make clear, concise and well organized oral and written communications and presentations.
- Thorough knowledge of occupational health and safety standards and practices, preferably in the public sector
- Ability to develop, evaluate, and administer procurement process and contracts
- Commitment to lifelong learning, organizational excellence and knowledge development

MAJOR ACCOUNTABILITIES

Advice & Support

- Provides reasoned and balanced advice, background information, and briefing materials to a variety of stakeholders including directors, managers and project managers.
- Makes recommendations to assist with implementation of the District's strategic objectives.
- Keeps the Director apprised of operational developments that relate to the interests of the District.
- Serves as a key member of the management group which is responsible for advising on and implementing the District's long-term corporate plans and policies; formulating and driving strategies for realizing key goals and objectives.
- Provides ongoing strategic direction for process improvement initiatives and the project management framework
- Reports evaluation findings to the Director and recommends changes to enhance business operations, and project and quality management in the department.

Leadership of Staff

- Manages a team of continuous improvement staff and consultants who deliver business improvements, create a culture of continuous improvements and drives measurable results in the construction, operations and maintenance activities.
- Provides operational leadership in the areas of process improvements and project/quality management.
- Leads by example in terms of establishing annual personal performance objectives to be achieved by section leaders. Meets regularly with own direct reports to establish each of their annual personal performance objectives and holds them accountable for results.
- Leads or oversees recruitment, orientation and training of new staff in accordance with District policies.

- Prepares guidelines for work performance, expenditures and use of resources.
- Models effective staff participation and relationship building with organizational stakeholders.
- Builds strong, open and collaborative working relationships characterized by mutual respect with superiors, peers and subordinates.
- Provides departmental leadership, including coaching, mentoring, training and development and performance management.

Division Operations

- Develops a process improvement program, oversees the end-to-end planning and execution of business process improvement projects using Lean Six Sigma and Value Analysis/Engineering tools and methodologies
- Maintains the project management framework for the department by implementing new processes to improve performance and monitoring for compliance through peer audits / reviews
- Maintains the quality management procedures to ensure regulatory compliance with department's Engineers and Geoscientists of BC Permit to Practice
- Establishes work programs and sets priorities relevant to Division, Department and District objectives.
- Strategically manages and provides oversight of traditional project management deliverables including project schedules, budgets, reports, team agendas and team meeting minutes etc...
- Directs budget preparation and administration; monitors and ensures the control and accountability for expenditures and productivity
- Builds relationships and ensures collaboration with other Departments where Division initiatives have multi-Departmental involvement
- Plans, manages and maintains budgets and other resources to ensure program strategies, objectives, policies and priorities are met.
- Drives and facilitates meetings regarding project decision points and or/project issues resolution.
- Establishes clear guidelines for escalation and corrective action as required.
- Provides oversight on the constant development of standard documents, processes and systems as appropriate to deliver on program needs.
- Serves as a neutral facilitator, communicates openly and timely, horizontally and vertically in order to achieve transparency of programs' progress and lead to resolution of conflicts in good faith.
- Oversees the implementation of the District's health and safety program within the Division in accordance with the organization's strategic goals and legal requirements.
- Ensures District policies and standards are consistently applied and adhered to by the Division.