

The Town of Cobourg is seeking a **Manager of Transformation Initiatives**. Under the direction of the Director of Legislative Services/Clerk, the Manager of Transformation Initiatives is responsible for establishing effective corporate-wide services in project management, process improvements and change management and to promote a culture of service excellence and continuous improvement for the entire corporation. This position will have the primary responsibility for the development and execution of the Town's continuous improvement, quality management and customer service strategies.

Responsible for planning, leading and executing strategic and transformational projects aimed at achieving the strategic goals and objectives of the Town of Cobourg. Provides vision, leadership, advice and expertise to all business areas across the corporation through excellence in project management, process analysis and change management. Ensures all departments across the corporation are equipped with the governance tools to plan, manage, implement and track key initiatives and performance and ensure the organization successfully meets its commitments.

Provides leadership into enterprise level integration of strategic project and change management requirements for key corporate-wide initiatives. Develops project management, process analysis and change management strategies, governance models/structures, frameworks, controls, standards, compliance requirements and methodologies aligned with the Corporation's strategic vision, direction and Service Excellence priorities, to enhance the customer experience and manage risks.

The Manager of Transformation Initiatives will implement changes to the Town's policies and processes intended to increase the overall customer satisfaction with the Town's provision of services at the same time realizing operating efficiencies and organizational effectiveness.

The primary duties of this position include:

- Establishing and implementing a Customer Strategy and Implementation Plan, and Quality Management Program for the Corporation.
- Executing the Customer Services Strategy and Quality Management Program that outlines key initiatives to enhance the overall level of customer satisfaction and organizational effectiveness.
- Implementing changes to the Town's processes, services, and service delivery channels to enhance customer service and organizational effectiveness.
- Manages corporate-wide strategic initiatives as assigned by the Director of Legislative Services or Chief Administrative Officer, as well as business specific transformational projects and business changes from inception of ideas and initiatives through to planning, execution, implementation, monitoring and close-out.
- Promotes opportunities presented by emerging business models, technologies, service approaches to facilitate transformation of business models and improve customer interaction.
- Undertaking continuous improvement initiatives, including but not limited to process mapping, data collection and analysis, implementation of process changes and leading working sessions to develop and implement solutions, and the development and reporting of Key Performance Indicators for the corporation.
- Manages various internal and external stakeholders to influence positive outcomes for the corporation. Develops project management, risk management and change management strategies, governance models/structures, frameworks, and methodologies to ensure effective transformation methodologies, mitigates resistance and promotes early adoption and positive transformation experiences for customers and staff.

- Develops concept, defines scope and executes strategic and operational business transformation initiatives ranging from corporate and operational strategy to providing business improvements, including electronic service delivery, technology enhancements, and/or implementation of major regulatory changes in the various business lines of the corporation.
- Supports the identification of risks and issues in relation to the achievement of change management deliverables and agree to mitigation strategies with the project leads.
- Collaborates with the Senior Management team to align change management and culture requirements across the organization.
- Develops change management strategies, protocols, governance models, frameworks, methodologies and tools.
- Collaborates with department heads across the organization as well as project teams to assess change management requirements and apply proven tools and methodologies to successfully lead and support strategic change initiatives.
- Participates in the preparation of capital and operational budgets related to assigned projects.
- Coordinating with the Manager of Communications on the development of community input processes, including annual customer satisfaction surveys.
- Performs other related tasks and projects, as assigned, which are in accordance with job responsibilities or necessary departmental or corporate objectives.

The successful candidate will possess a Bachelors Degree in Business Administration, Public Administration, or a related discipline. This individual must have a minimum of five (5) years of experience in customer service strategy and/or quality management design and implementation. In addition, the candidate will also have a minimum of three (3) years of experience in developing and implementing business transformation initiatives, leading process reviews, needs assessment and implementation through project management and change management disciplines. Change Management Practitioner/Professional Certification and/or Lean Greenbelt certification or higher is preferred.

This position will require experience in leading and implementing complex change within the municipal or broader public sector, as well as experience in leading, coaching and motivating staff and peers to champion change and service excellence. Sound knowledge and understanding of contemporary best practices in the management of people and teams and how they contribute to innovation and transformation in the workplace will be an asset. The successful candidate will have an understanding of the principles and practices associated with Service Excellence Frameworks, as well as an understanding of municipal government structures, functions and service delivery environments.

The successful candidate will need excellent interpersonal skills, including the ability to work effectively in a team environment and to exhibit courtesy, tact and diplomacy in dealing with the public, department officials and other members of staff with the ability to adhere to confidentiality at all times is required. The successful candidate will have strong communication (written, oral and interpersonal), project/time management, analytical problem-solving, organizational, public relations, presentation, strategic planning, report writing, negotiation and team building skills. An



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## Manager of Transformation Initiatives

excellent working knowledge of Microsoft Office, SharePoint, and other software application systems is required.

This position will be required to work after hours occasionally and may be required to attend Municipal Council meetings. The successful candidate must possess a Class "G" driver's license in good standing, have access to a reliable vehicle for use on corporate business and be able to provide a current acceptable driver's abstract and a current acceptable vulnerable sector check.

### **WAGE:**

The wage scale for this position is Non-Union Grade 8: \$81,754.40 – \$95,641.00 annually. For a detailed list of the position responsibilities and required qualifications please refer to the position description at [www.cobourg.ca/jobs](http://www.cobourg.ca/jobs).

Interested applicants should forward a PDF copy of their cover letter and resume (one document) in confidence to the attention of the Human Resources Department at [humanresources@cobourg.ca](mailto:humanresources@cobourg.ca) no later than **July 11<sup>th</sup> at 4:00pm.** We thank all applicants however only those selected for an interview will receive a response.

In accordance with the Municipal Freedom of Information and Protection Privacy Act, the information gathered is collected pursuant to the Municipal Act, 2001, as amended. The Town of Cobourg is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

***The Town of Cobourg is committed to doing our part in the fight against COVID-19 and requires that individuals be fully vaccinated against COVID-19 as a condition of working at the Town. The Town of Cobourg recognizes its obligations pursuant to the Ontario Human Rights Code and will provide accommodation where such requests are substantiated. As a result, if you are the successful applicant for a position, you will be required to submit proof that you are fully vaccinated against COVID-19 prior to your first date of employment.***