



CITY OF OTTAWA City Manager

JOB SUMMARY

The City Manager is accountable to the Mayor and City Council for providing strategic leadership and guidance in the cost-effective administration of the City's portfolios and departments, programs and services in accordance with the policies and plans established by Council.

You are responsible to connect the values and priorities of Council with the administrative resources, operations, and alignment needed to meet those priorities. You act as the primary agent of Council by establishing vision and corporate strategies for producing results; aligning people to the vision; motivating and inspiring people to overcome challenges and producing the change needed to achieve results.

KEY RESPONSIBILITIES

The City Manager exercises general control and management of the affairs of the municipality for the purpose of ensuring the efficient and effective operation of the municipality.

1. Leads and guides the organization by providing corporate direction for the articulation of a vision and mission which reflects commitment to the provision of quality service to the residents of the City of Ottawa. Ensures that the strategic policy and planning frameworks, and individual departmental goals, are aligned with the corporate vision, mission and values.
2. Leads the development and implementation of frameworks, approaches and initiatives to promote and advance a culture of excellence and innovation that permeates all aspects of the City. Ensures the continued improvement and success of the City by identifying and assessing alternative opportunities; and continually promotes and advances customer-focused, performance-oriented approaches and practices. Promotes long-term planning, and conceptualizes new initiatives that may ultimately lead to improved processes and practices across the City in the future.
3. Provides effective liaison between Council and City staff, Committees of Council, Elected Representatives, as well as local Boards, Commissions and agencies,



the provincial and federal governments, external stakeholders, and legislative authorities.

4. Builds sound and viable organizational structures to make optimum use of talent, technology and processes across the entire administration. Leads human, financial, and operational resources across the entire administration, ensuring that these are working in the most effective and efficient manner.
5. As the most senior executive of the City's administrative structure, the City Manager is authorized and is held directly accountable for effectively managing major financial commitments and risk on behalf of the administration. Prepares and presents regular financial and administrative reports to Council.
6. Leads the development and application of the appropriate frameworks and authorities to delegate the appropriate accountabilities to others, so that the administration's capabilities and capacity are maximized.
7. Champion diversity, inclusiveness, and equity of opportunity and deliver on the diversity initiatives including integration of this in practices throughout the organization.
8. Works in accordance with the provisions of applicable health and safety legislation. Ensures that the corporation/department/branch complies in all respects with the occupational health and safety act regulations and all City of Ottawa corporate/departmental policies and procedures.



STATEMENT OF QUALIFICATIONS

EDUCATION AND EXPERIENCE

Completion of 4 year university degree in a field such as finance, public or business administration, social services and/or planning

Post graduate degree in the above-noted fields would be an asset

Minimum of 10 years of progressively responsible management experience, preferably in a municipal setting

LANGUAGE REQUIREMENTS

The City of Ottawa recognizes both official languages as having the same rights, status and privileges. The successful candidate should be proficient in English and French.

KNOWLEDGE

- The City of Ottawa, its operations and corporate governance structure
- Principles, practices, procedures, techniques, laws and regulations pertaining to the department's functions, programs, services and operations
- Relevant City codes, policies and procedures
- Public private partnerships and other alternate service delivery models
- Principles and methods of economic, financial, social and political risk analysis
- Considerable knowledge of current principles and practices of public policy and business administration
- The City of Ottawa's current social, political, business and economic climates
- Project management principles and practices
- Human resource management practices in a unionized work environment
- Organizational development, change and effectiveness practices
- Must be familiar with applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the workplace, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

COMPETENCIES, SKILLS AND ABILITIES

Strategic Leadership



- Sets and implements the strategic direction, understands internal and external trends, the political sensitivities of the organization and applies this knowledge to support the long-term vision and success of the City.

Demonstrates Business Sense

- Understands the impact of decisions on the business and the ability to strive to improve business performance. Awareness of business issues, processes and outcomes as they impact the community, the City's strategic direction and the City's reputation.

Builds Collaborative Relationships

- Proactively communicates, builds and utilizes professional relationships and partnerships with all internal and external stakeholders.

Fosters Innovation and Change

- Develops an environment which embraces innovation, and efficiently integrates change into the organization.

Engages Employees

- Leads, coaches, mentors and develops an engaged, diverse workforce of individuals and teams, where work is performed in a safe, and respectful environment and successes are recognized and celebrated regularly.

Delivers Results

- Creates effective plans and performance measures, holds themselves and others accountable for measurable, high quality, timely and cost-effective results.

Client-centric Focus

- Serves the client interest through focusing individual, team and organization effort on identifying and meeting key and diverse client needs. The term "client" includes both internal and external clients