

## Program Lead, Service Support & Implementation Job Number: 50099

We are seeking an innovative and collaborative Program Lead to join our Development Approvals and Inspections team and be a part of the team's continuous improvement journey to support Edmonton's growth and development! This position will oversee the Service Support and Implementation team, dedicated to managing and leading strategic and program development work for the Section, including supporting changes made to the Zoning Bylaw 20001, Business Licence Bylaw 20002, Drainage Bylaw 18093 and Vehicle for Hire Bylaw 17400.

The Development Approvals and Inspections Team is a key implementer of City Plan as it relates to private land development, business supports and the City's vehicle for hire service. As such, the team's work spans Customer Service and Support, Development Permit and Lot Grading Plan Review, Business and Vehicle for Hire Licensing and inspection services relating to development, landscaping and lot grading. We connect across our team and to others in the City and are focused on providing efficient and effective service delivery, aligned with the City's goals.

### What will you do?

- Build, lead and supervise a small but dynamic team focused on innovative approaches to deliver continuous improvement across the Section. Lead on projects that will improve outcomes for the team and our customers, ensuring consistent and efficient service delivery, including but not limited to developing training plans, identifying required software updates, developing service levels and working agreements across teams, updating web and other supportive content
- Advance the strategic and program development priorities outlined in the work unit, section, and branch business plans
- Utilize project management and change management skills and tools to define and manage the scope, schedule, and budget of multiple complex projects, ensuring they are completed on time and within budget
- Prioritize, coordinate, monitor and deploy all work unit activities and concurrently manage multiple projects
- Connect with teams across the organisation and external stakeholders to develop aligned and prioritised work plans and to manage expectations on project deliverables
- Administer effective resource planning, allocation, and financial management of the work plan
- Recommend and lead the development of new or revised operational procedures to support service delivery needs and meet customer and stakeholder expectations
- Fulfill core supervisory duties such as pay administration, staff coaching and development, the facilitation of Employee Performance Plans, training, leading recruitment and hiring manager activities, work assignments, and day-to-day performance monitoring

### Qualifications:

- Knowledge, training and/or experience in Planning, Business, Commerce, Innovation, Management or a related field
- Extensive experience in project management, process improvement, planning and leading service design projects and change initiatives including building and supervising multi-disciplinary high performing teams
- Experience leading senior-level stakeholder relationship management, negotiation and problem resolution

### Assets:

- Development permitting and/or project management experience
- Knowledge in statistics, training, communication, and/or process improvement

### Skills required for Success?

- Significant knowledge of planning legislation and regulatory requirements including Land Use Bylaws
- Knowledge of the Municipal Government Act and roles of bylaws and regulations in municipal governance and implementation
- Experience in project management, coordination, negotiation and problem resolution with a focus on operational delivery
- Excellent communication, both verbal and written and consultative skills
- Experience preparing and facilitating presentations
- Learn and adapt quickly in areas such as development planning, zoning bylaw enforcement and compliance
- Service excellence, embracing diversity and promoting inclusiveness: <https://bit.ly/3hd2d95>
- Demonstrate alignment with the Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, fostering an environment for others to do the same. For more information on the City's Cultural Commitments, please visit [edmonton.ca/our-culture](http://edmonton.ca/our-culture)
- Demonstrate the foundational competencies, key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based Influencer, Collaborative Networker, Systems Thinker and Creative Innovator. For more information on the City's leadership competencies, please visit [edmonton.ca/our-culture](http://edmonton.ca/our-culture)

### Conditions of employment & work environment:

- **Up to:** 1 permanent, full-time position
- **Hours of work:** 36.9 hours per week, Monday - Friday. This position may be eligible for the Hybrid Work Program.
- **Salary Range:** \$89,766 - \$128,237 (Annually)

Management and Out-of-Scope positions at the City of Edmonton are being reviewed for possible inclusion in the Civic Service Union 52 bargaining unit. If this position is impacted, the incumbent will be notified accordingly.

The City of Edmonton values applicants with a diverse range of skills, experiences and competencies, and encourages you to apply. We strive to provide reasonable access and accommodations throughout the recruitment process. To request an accommodation, please contact [employment@edmonton.ca](mailto:employment@edmonton.ca). Learn more about our benefits <https://bit.ly/COEbenefits>. Talent sourced through this process may be considered for similar opportunities within the City of Edmonton.

Talent Acquisition Consultant: IS/MZ

**Classification Title:** PT3

**Posting Date:** Jul 2, 2024

**Closing Date:** July 23, 2024 11:59:00 PM (MDT)

**Number of Openings (up to):** 1 - Permanent Full-time

**Union:** Management

**Department:** Development Services

**Work Location(s):** 5th Floor Edmonton Tower, 10111 104 Avenue Edmonton T5J 0J4