

## Town of Newmarket Position Description

**Position Title: Director, Innovation & Strategic Initiatives**

**Department: Office of the CAO**

**Immediate Supervisor: CAO**

### Position Summary

Under the direction of the CAO, this position is responsible for assisting the CAO with research, analysis and implementation of corporate strategic initiatives; leadership and oversight of the implementation of the Town's Innovation Strategy including projects such as the broadband network initiative; connecting with community based organizations on collaborative innovation objectives; positioning the Town as a leader in technology application that drive leading edge solutions in collaboration with multiple internal and external stakeholders; leading and providing support to various departments/commissions in respect of corporate initiatives as assigned; leading corporate project groups to support the implementation of change and quality and process improvements, and ensure effective corporate grant coordination.

### Competencies

#### 1. Strategic Action

- Participates in the development of corporate strategies, policies and directions through deliberations with senior management.
- Formulates corporate strategies and long term initiatives to achieve the business goals of the Town of Newmarket.
- Responsible for the development and implementation of goals and objectives and long-range plans.
- Manages the Town's Innovation Strategy identifying key initiatives, business opportunities and new technologies to develop new capabilities and connectedness with internal and external partners; and introduce new business models to serve those opportunities.
- Works closely with the CAO, the Strategic Leadership Team and Operational Leadership Team to drive and build business cases, establish, integrate and implement innovative solutions and strategic projects involving internal teams and external collaborative partnerships.
- Aligns grant coordination through a central portal ensuring maximum exposure and alignment with corporate short and long term strategies.

## **2. Leadership**

- Provides leadership and coordination/ for the preparation of strategic and annual business plans, and major policies and service level standards for assigned corporate initiatives.
- Leads and directs staff, ensuring alignment with corporate vision, mission and values.
- Upon completing due diligence, makes effective recommendations in the areas of discipline and termination, the assessment of staffing needs, departmental structure changes, coordination and assignment of new services, initiatives and recruitment
- Provides leadership to a small staff body with a moderate span of control.
- Through active leadership ensures that programs, departmental policies and procedures are in place and effectively monitored to support a healthy and safe work environment. Errors could result in human injury.
- May lead or support/collaborate with others on the integration and implementation of strategic and/or innovative projects intended to further enhance both the customer experience and efficiency.

## **3. Accountability**

- Accountable for effective recommendations and strategic initiatives planning and implementation at the corporate level and is responsible for the development and delivery of policies, programs and services and ensures the effective care of all material, financial and human resources as applicable.
- Collaborates with the CAO, Commissioners and colleagues to monitor activities and agreements with local Boards/Agencies and service partners affiliated with the Town to promote and protect the Town's financial and other interests.
- Holds reporting staff accountable in complying with Bylaws, provincial guidelines, and Regulations, governing laws and regulations, and Policies.
- Directs the preparation and implementation of plans to preserve and protect the assets of the Corporation. Approves budget allocations and expenditures as required.
- Makes financial and procurement decisions in accordance with Procurement By-law.

- Makes recommendations to Department Heads, Strategic Leadership Team (SLT), and Council specific to corporate strategic initiatives, innovation strategies and solutions to provide new/improved service delivery models that may impact across all departments. This includes reviewing large amounts of data collected with a view to mining the data for new information, and using data to add value to improved decision-making across departments.

#### **4. Results Orientation**

- Prepares strategic business plans, business cases and proposals in a timely proactive manner that are results oriented and meet the goals and objectives of the Corporation.
- Makes decisions at the Department level with the specific intention of impacting the effectiveness of programs delivered in support of the Corporation's mission to the public and consequently the organization as a whole, and of avoiding errors, which will typically result in major losses of time or resources for the organization as a whole, and indirectly but seriously impact the Corporation's image, credibility and viability externally.
- Develops appropriate and value-added input into leadership excellence, utilizing leading edge management best practices.
- Initiates improvement projects consistent with the goals of the Corporation with respect to customer service, fiscal responsibility and leadership excellence.
- Results of the decisions made greatly influence how services are delivered across departments and the quality of the services the public receives.

#### **5. Council Relationships**

- As requested, provides appropriate and value-added effective recommendations/advice/opinions to the CAO /Commissioner and Members of Council in corporate decision-making and on controversial or sensitive issues.
- Makes presentations and provides advice/guidance on procedural, legal issues and strategies, major service agreements, partnership proposals and internal studies, and significant new or pending legislation and regulatory guidelines.
- Responds to inquiries from and/or liaises with elected officials, internal divisions/departments, other governments/agencies, businesses/industries, residents, citizens' and special interest groups, etc. on Town and corporate matters, studies, procedures and processes, financial matters and corporate initiatives.

## 6. Other Factors

### Interpersonal Skills/Contacts

- Meets regularly and provides direction on behalf of the organization on complex strategic and innovation strategy issues. This includes external partnerships with the economic development community, businesses, public sector organizations, consultants and other external agencies.
- Provides advice and direction to all levels of staff up to and including the CAO/Council regarding complicated and/or sensitive issues.
- Negotiates complex strategic and broad based technical innovation proposals, new and/or changed business models and solutions and project plans with internal and external stakeholders working with the Town's Legal Services Department when required.
- Identifies opportunities for mentoring and sets an example for a safe, inclusive and respectful work environment.
- Excellent written and verbal communication skills to write reports and make presentations to various stakeholders, including Council, Chamber of Commerce, Southlake Regional Health Centre, Northern Six Municipalities, York Region, and various private sector business/commercial interests.
- Champions innovation and collaborative approaches identifying common issues and encouraging shared information and creative solutions across all departments.
- In order to achieve results must be able to actively influence others in a manner that breeds collaboration, trust and respect.

### Mental Effort

- Concentration required up to 2 hours reviewing materials, preparing reports and/or proposals, attending meetings, or updates for the CAO and Strategic Leadership Team on a variety of strategic and innovation initiatives.
- Concentration and mental effort required to research new innovative technology solutions, develop new processes and directions, and influencing leaders both internally and across external private and public sectors and Council.
- Dealing with multiple stakeholders to gain support for conceptual solutions that are new and mediation efforts to gain their buy-in will require significant mental effort.

**Physical Effort**

- Frequently required to attend meetings, up to 2 hours; required to sit, stand, walk and travel to Town and or other off-site facilities.

**Working Conditions**

- Normal office environment.

**Work Pressure and Stress**

- Continually required to multi-task, meet multiple deadlines and ensure projects and initiatives stay on track to projected timelines.
- Directs and manages the introduction and the enhancement of innovative solutions and corporate strategies including dealing with resistance to change.
- Regular work interruptions.
- Exposed to multiple conflicting situations, often with differing opinions and expectations in trying to meet everyone's needs.

**Supervision Requirements**

**Positions Supervised Directly:**

Corporate Project Consultant

Financial Business Analyst

**Positions Supervised Indirectly:**

Cross department project teams

**Other:**

Consultants

Contractors

## **Credentials**

1. Successful completion of a post-secondary degree in Public Administration, Computer Sciences, or Business Administration with demonstrated progressive senior management experience in public services environments including innovation technology strategy, data analysis and metrics, strategic initiatives and change management or an equivalent combination of education and relevant experience.
2. Class G driver's license with reliable vehicle for use on corporate business is preferred.

## **Knowledge/Skills Required**

1. Extensive knowledge and senior experience in strategic planning and implementation, change management, project management, as well as broad technical expertise and understanding of organizational innovation through technology.
2. Progressively responsible experience at a supervisory level.
3. Strong customer service orientation, interpersonal, consultative, collaborative, project management, problem-solving, conceptual, research, analytical and presentation skills.
4. Excellent verbal and written communication skills.
5. Thorough knowledge of budget preparation and management.
6. Proficient in the use of MS Office (e.g. Word, Excel, PowerPoint, Outlook and Social Media).
7. Excellent research, critical thinking and analytical skills to interpret information and data, analyze innovative technology driven solutions to propose service delivery models that deliver improved services to residents and the community in line with corporate strategic priorities and innovation initiatives.
8. Experience negotiating contracts and technical agreements and ability to influence others toward a common goal.
9. Demonstrated thorough knowledge of strategic planning, project development and business case proposals, innovation strategy and its sustainability for current and long-term services.
10. Advanced knowledge of innovative service delivery best practices and project management methodologies to take projects from conceptualization to implementation.
11. Strong track record of providing customer focused solutions that balance technology with practical application.

- 12. Experience in working with senior management and Council on sensitive and complex issues.
- 13. Knowledge of applicable legislation, bylaws, legal proceedings and the ability to interpret legislation such as Accessibility for Ontarians with Disabilities Act (AODA), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health and Safety Act and the Employment Standards Act.

**Review**

**Incumbent** \_\_\_\_\_ **Date** \_\_\_\_\_

**CAO** \_\_\_\_\_ **Date** \_\_\_\_\_

**Human Resources** \_\_\_\_\_ **Date** \_\_\_\_\_

**Finalized: March 5, 2018**