



Posting Id	2943
Department	Corporate and Financial Services
Division	People and Culture
Rate of Pay	\$166,114.00 - \$192,680.00 Annual
Job Type	Permanent Full Time
Replacement/New Position	Replacement
Posting Type	Internal and External
Posting Date	03/31/2025
Application Deadline	04/20/2025

Director, Strategy Transformation and Organizational Performance

Position Summary

Reporting to the City Manager, the Director of Strategy, Transformation and Organizational Performance is responsible for administration and oversight of corporate strategic planning, continuous improvement programs, and organizational performance; as well as intergovernmental relations, grants and special projects identified by the City Manager and Executive Leadership Team. The Director will provide leadership, communication, expert guidance, as well as financial direction for the daily functions of the Strategy and Transformation division. In this role, the Director will champion corporate strategic planning to include: the organization's long-term strategic plan; internal corporate strategic roadmap for improvement as well as corporate performance monitoring, and organizational reviews.

Key Duties and Responsibilities

- Lead S&T team including budget development and tracking and team management to ensure resources are managed effectively to deliver service and goals of the area
- Strategic planning process and outcomes and organizational monitoring of progress in achieving the goals of the strategic plan
- Organizational Grants program to ensure maximum success in winning eligible grants and annual reporting of the program
- Manage relationships with other levels of government including First Nations and provide key updates to staff and council of emerging issues
- Work with Commissioners and Directors to identify and enhance organization wide management governance including goals, work planning and performance measures program
- Work directly with City Manager and Commissioners to deliver organization wide change initiatives
- Plan and deliver core service reviews utilizing in house or external expertise
- Lead with / for Divisions the implementation of accepted recommendations from core service reviews and track change through performance measures
- Develop, Manage, and publish Key Performance Indicators for the organization
- Lead ELT Performance Huddles including analysis of results and make recommendations
- Deliver strategies affecting the entire corporation in conjunction with Commissioner and Directors responsible
- Develop corporate wide Change Management processes for corporate wide change
- Deliver organization wide Continuous Improvement Program including templates, method and tracking
- Deliver and administer Lean training across organization including project delivery
- Tracking and reporting on overall improvements and status of deliverables and goals
- Manage external review process as well as tracking and reporting of findings status
- Champion business method improvements across organization
- Act as a resource to all leadership in the organization regarding best practice in business delivery
- Represent the corporation with other municipalities to continue to evolve the practice of strategic alignment and continuous improvement
- Develop strategic linkages from long term plans and strategies directly to day-to-day service and operational impacts
- Lead Director's Leadership Community with appropriate agendas and meeting management
- Provide senior leadership and functional unit management team with updates on project status, key metrics, issues and risks

Education and Experience

- Degree in Business Administration, Computer Science, Engineering or related discipline or related experience
- Lean Six Sigma Black Belt, Program Management Certification, Financial Designation, considered an asset
- 10 years relevant experience in progressively more responsible roles with advanced experience in the required areas of expertise in a large municipality or corporation

Required Skills/Knowledge

- Executive leadership experience in large, multidisciplinary organizations.
- Expertise in performance measurement, data-driven decision-making, and corporate project management.
- Strong background in municipal governance, stakeholder engagement, and service delivery.
- Proficient in Microsoft Office Suite, particularly Excel and PowerPoint.
- Strategic thinker with the ability to anticipate change, link emerging issues, and provide recommendations.
- Skilled in planning, coordinating, and integrating internal/external resources for complex initiatives.
- Exceptional judgment, critical thinking, and problem-solving abilities.
- Innovative and influential, capable of driving change and facilitating organizational improvement.

- Strong research, analytical, and statistical interpretation skills for decision-making and performance monitoring.
- Experience in service improvement initiatives, organizational reviews, and budget management.
- Effective communicator with expertise in relationship-building, conflict resolution, and negotiation.
- Proven ability to foster a culture of trust, transparency, and respect through strong leadership.

Leadership Competencies

- Builds people and culture
- Cultivates open communication
- Demonstrates personal leadership
- Navigates and leads through complexity and change
- Shapes the future

To apply:

Please visit the City of Richmond Hill Career website at <https://jobs.richmondhill.ca/job-invite/2943/>. Application deadline is April 20, 2025, at 11:59 PM.

We thank all candidates for their interest, however, only those under consideration will be contacted.

The City of Richmond Hill is committed to inclusive, barrier-free recruitment and selection processes. If contacted to participate in the recruitment and selection process, please advise Human Resources if you require an accommodation.