

# MANAGER, STAKEHOLDER RELATIONS & ISSUES MANAGEMENT

**Job ID:** 46654

**Job Category:** Project Management

**Division & Section:** Parks, Forestry & Recreation, Public Relations & Issues Management

**Work Location:** City Hall, 100 Queen Street West, Toronto, ON

**Job Type & Duration:** Permanent, Full-time

**Salary:** \$112,280.00 - \$149,247.00, TM1903, wage grade 7.5

**Shift Information:** Monday to Friday, 35 hours per week

**Affiliation:** Non-Union

**Number of Positions Open:** 1

**Posting Period:** 20-JUN-2024 to 04-JUL-2024

Reporting to the General Manager, Parks, Forestry and Recreation, you will provide senior-level strategic advice and operational support to the General Manager, Parks, Forestry and Recreation, and its senior management team. You'll be responsible for developing a response and strategies to address complex issues for the division, proactive communications and media responses, addressing resident and stakeholder issues and leading internal communications for the General Manager's Office.

A highly skilled and articulate communicator, you'll represent the division at a variety of project, community consultation, partnership and Committee meetings as you cultivate effective and collaborative working relationships with the division's management team, staff from other divisions and external stakeholders, serve as divisional spokesperson, provide direction on media relations for the division, and spearhead all communication strategy and stakeholder relations activities for the division on behalf of the General Manager.

You've acquired excellent senior-level management skills, and you'll leverage these as you provide guidance and develop briefing notes, policy documents, reports and other materials for presentation to senior management and a variety of committees, lead on-going strategic planning and the development of city-wide service direction, and provide leadership and strategic advice to coordinate events, activities and milestones across the division.

As a **Manager, Stakeholder Relations & Issues Management**, you'll develop, review and implement internal communication and staff engagement plans as you manage the day-to-day activities of all assigned staff including the scheduling, assigning and reviewing of work, and oversee the stakeholder relations & issues management team. Administering the unit's annual budget, you'll ensure appropriate action is taken to control expenditures within approved budget limitations by analyzing financial data.

This integral role will also call upon you to review, evaluate and recommend the overall scheduling projects to the division's senior management team, ensure compliance with Collective Agreements, procedures, guidelines and City bylaws, and provide project management support and leadership within the branch as a member of the work team internally and externally. Ready to respond to emergency and priority situations by anticipating problems and making insightful decisions, you'll work to ensure quality customer service by providing the most timely, cost-effective and optimum delivery of services, and ensure the quality of work and all communications are of the highest standard and comply with corporate and divisional policies.

Assisting the General Manager on a wide variety of key strategic projects and divisional priorities, you'll also prepare strategic analysis reports for the General Manager, maintain a high level of knowledge on a broad spectrum of social, mobile and digital technologies and tools, and research and monitor the effectiveness of public engagement through digital media to evaluate the impact of social media programs.

### **Key Qualifications:**

Among the strengths you bring to the role of Manager, Stakeholder Relations and Issues Management will be the following key qualifications:

1. A post-secondary education in Communications, Marketing, Public Relations, Journalism or a related field, or an approved equivalent combination of education and related experience.
2. Extensive management or senior-level communications, issues management and media relations experience in a large, public-sector organization or corporation.
3. Considerable experience leading, motivating, coaching, and developing teams, and building effective relationships internally and externally.
4. Experience planning, developing and writing a broad range of materials including reports, briefing notes, strategic documents, and articles.

Your stellar track record has honed your excellent strategic, analytical and conceptual thinking skills coupled with the capacity to understand complex operating and policy issues, evaluation frameworks, program interrelationships and the potential consequences for policy actions. With enhanced political acumen, judgement and insight, you have superior oral and written communications skills with the ability to deal effectively with the public, media, political representatives, diverse community stakeholders and staff at all levels of the organization.

You also possess highly developed conflict resolution and problem-solving skills, sound judgement and vast knowledge of project management, strategic planning, policy development and analysis. In addition, you have a comprehensive understanding of the requirements and operations of Council as well as in-depth knowledge of Municipal government functions, priorities and service areas.

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### **How to Apply:**

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting Job ID 46654, by Thursday, July 4, 2024.

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### **Accommodation**

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Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the \*\*application process\*\* is available upon request.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#) < [https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en\\_US](https://jobs.toronto.ca/jobsatcity/content/Hiring-Policies-and-Statements/?locale=en_US)>