

Manager, Public Engagement Services Job Number: 35922

Are you motivated to be a leader for one of the most progressive cities in Canada when it comes to public engagement? Public engagement creates opportunities for people to contribute to decision making by City Council and Administration. This definition is the foundation of the City of Edmonton's new Public Engagement Policy and Framework.

As the Manager of the Public Engagement Services Unit within the Communications and Engagement Department, you will lead a team of Public Engagement Advisors and Coordinators. You will provide public engagement expertise and draw on your public engagement experience and training. You will ensure that service is provided to corporate business partners under a professional services firm model. You will play a key leadership role as part of the management team of the Public Engagement section, working closely alongside the Director of Public Engagement.

With a focus on the City of Edmonton's Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, you will:

- Lead a team of Public Engagement Advisors in the delivery of high quality advice, coordination and planning of public engagement services
- Ensure services are provided in a professional, efficient, and responsive manner that meets the needs of the department business partners
- Develop an annual corporate public engagement plan to help prioritize corporate efforts, which is consistent but also adaptable
- Ensure high quality methods and standardized processes for public engagement are leveraged effectively across the organization to ensure success
- Analyze the effectiveness of public engagement processes and activities in order to continuously improve
- Ensure citizens understand how their input will be used, provide it to decision makers, and report back to citizens about the final results Build internal engagement capacity, knowledge, and competency
- Manage the risk to the Section, Branch and to the Department and the City Build strong relationships across the Branch, Department and all areas of the City to create alignment, support an integrated business model and ensure collaboration
- Anticipate and effectively manage and respond to issues/risks/inquiries from leadership, Council, key stakeholders and/or citizens
- With a keen ability to build positive and productive relationships, effectively interact, communicate, influence and collaborate with a variety of colleagues, partners and stakeholders including senior leadership, staff at all levels, and union representatives

Qualifications:

- Bachelor's Degree in one of the Human/Social sciences, Business, or a related discipline. A Master's Degree would be an asset
- International Association of Public Participation IAP2 certificate or similar training is required
- Minimum of 7 years progressively responsible experience in a leadership role within a large, unionized, complex organization, with experience in planning, designing and implementing engagement processes/ programs, full cycle supervision, and change management
- Demonstrated success in managing teams accountable for large, politically sensitive and complex projects and processes in a fully integrated system, including delegating tasks, empowering staff, fostering great teamwork, and developing effective teams
- Demonstrated success as a supervisor with experience in recruitment, coaching, performance development and management, conflict resolution, building talent and succession planning
- Demonstrated success in managing and working with external consultants with an ability to reconcile multiple viewpoints and a strong client service orientation and a commitment to provide services that deliver value and meet expected outcomes
- Ability to understand client needs, identify opportunities, and strike a creative balance
- Strong conflict resolution and negotiation skills with experience in solving complex and sensitive issues, with a proven track record of strong relationship management, and continuous improvement
- Demonstrated experience leading and managing change, building organizational talent, and empowering resources to achieve outcomes
- Demonstrated presentation and facilitation skills in a public forum and to groups with competing interests and priorities
- Well-developed ability to communicate, connect with, and influence a wide range of audiences using appropriate tools (e.g. verbal, written, digital) to convey intent and with web/ web based technology
- Applicants may be tested

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.

***We are an equal opportunity employer.
We welcome diversity and encourage applications from all qualified individuals.***

Up to 1 permanent full-time position

Hours of Work: 36.90 hours per week, Monday to Friday

Salary: \$84,597 - \$120,852 (Annually)

Recruitment Consultant: RF/VV

Classification Title: ML2-Comm, Mark, Publ Relations

Posting Date: Mar 21, 2019

Closing Date: Apr 04, 2019 11:59:00 PM (MDT)

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

Union: Management

Department: Engagement

Work Location(s): 11th Floor Edmonton Tower, 10111 104 Avenue Edmonton T5J 0J4