

BUSINESS MANAGEMENT ANALYST



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 24, 2024
Published : Jun 24, 2024
Employment Status : On-site
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

- Job ID: 45459
- Job Category: Policy, Planning & Research
- Division & Section: Solid Waste Management Services, SWM Business Services
- Work Location: Metro Hall, 55 John St, Toronto
- Job Type & Duration: Full-time, Permanent Vacancy
- Salary: \$93,734 - \$123,449 annually
- Shift Information: Monday to Friday, 35 hours per week
- Affiliation: Non-Union
- Number of Positions Open: 1
- Posting Period: 24-Jun-2024 to 09-Jul-2024

Major Responsibilities:

- Maintains an awareness of current trends, practices, and directions in the field and practice of risk management, compliance, assurance, and validates "best practices" for the division, and recommends implementation of same as and where appropriate.
- Develops and oversees projects related to compliance reviews, ensuring quality assurance, and supporting risk management assigned by the Division Head and senior management team.
- Develops risk management, assurance and compliance work plans and frameworks, responds strategically to emerging business specific legislative, regulatory and policy changes and assesses the impacts on divisional processes/practices.
- Reviews operations and administration processes to ensure proper and consistent internal controls, quality assurance system standards and policies and requirements are maintained.
- Initiates, determines the design, coordination and implementation of program evaluations and operational reviews and audits, providing internal risks and assurance advice and recommendations for improving risk management and quality assurance in the division to the management team.
- Conducts studies and prepares reports to management with respect to program service delivery, management restructuring, organizational change, change management and supporting recommendations on changes in business methods and processes including appropriate staffing levels, resource allocation, etc.
- Assists the Division in identifying and mitigating risks in various business units to accomplish effective program/service objectives, ensure compliance with applicable policies, legislation and adherence to good management principles and best practices.
- Develops and implements detailed plans and recommends policies and procedures regarding project and program specific requirements.
- Participates in the facilitation and design of strategic and long-term business planning activities, develops and writes business plans, business performance reports, and service delivery plans.
- Evaluates and conducts detailed cost benefit analysis and prepares and makes recommendations on the effectiveness of various options on methods of delivering services including preparing alternative scenarios that have budget/staff implications.
- Proposes designs or modifications to business processes for administering the delivery of services, tracking the cost and effectiveness of service delivery, and develops strategies/policies/programs and action plans to improve performance, service delivery and customer service
- Provides client-driven, value-added management consulting and advisory services to a portfolio of diverse projects and programs.
- Oversees assigned projects and programs including ensuring effective teamwork, communication, high quality standards, monitoring performance, coordinating team members, document creation, and scheduling.
- Conducts studies on the feasibility of developing and integrating processes, procedures, and business flows to deliver a range of services to a specific client.
- Develops, documents, and analyzes business processes, input costs and output levels, and conducts data flow analysis and business process design modeling.
- Conducts financial analyses to measure the effectiveness of service delivery methods and processes to determine method costs and charge and prepare business cases to support changes in budgets and charges.
- Conducts statistical data analysis using information systems on various strategic, operational, and financial measurements, disseminates and reports on trends and findings, and makes appropriate recommendations.
- Prepares/proposes terms of reference, including project objectives, defining scope, bench marking performance measuring areas of emphasis and methodology to be employed in studies and reviews of business processes, alternative service delivery options and business organizational design.
- Anticipates, analyzes, and identifies organizational and program delivery impacts of emerging issues and activities; recommends and coordinates solutions.
- Leads the development and reporting of the division's key performance indicators (KPIs) including developing a reporting framework, implementing and reviewing performance measures, maintaining data on performance measures, and preparing divisional performance measurement reports to meet the organization's strategic needs.
- Liaises and works collaboratively with divisional and/or other City staff at all levels to gather sufficient understanding, knowledge, and background information relative to the undertaking to ensure coordinated project/program delivery and reviews of internal controls and operational area
- Leads and/or supports cross-division teams, participates on committees and working groups including intra/interdivisional, interdisciplinary teams.
- Conducts research into assigned area ensuring that such research takes into account developments within the field, corporate policies and practices, legislation and initiatives by other levels of government.
- May act as divisional main point of contact for all Municipal Freedom of Information & Protection of Privacy Act (MFIPPA) and routine disclosure requests, and escalated complaints for the division, and responds within appropriate timeframes.
- Participates in senior level management meetings to provide expertise, guidance, and tools to improve effectiveness of the services provided by the division.
- Provides input into and administers assigned budget, ensuring that expenditures are controlled and maintained within approved budget limitations
- Utilizes confidential and sensitive information regarding operations, assets, resources, proposed or new management initiatives, strategies, projects, programs, or investigations to develop long-term business plans.
- Prepares, and writes procurement and evaluation documents, undertakes selection processes and administers contracts.
- Coordinates and/or provides, training, and education to staff, as required.

Key Qualifications:

- Post secondary education in a discipline pertinent to the job function (e.g., financial and business administration, etc) or an equivalent combination of relevant experience and education
- Considerable experience with implementing audit theory, standards, and techniques
- Experience in the implementation of risk management, risk mitigation strategies, quality assurance reviews as well as compliance and quality assurance system standards and other relevant best practices.
- Experience with change management and the successful implementation of change management methodologies
- Experience with conducting analysis and investigations, to interpret financial and non-financial data, evaluate program effectiveness and compliance, as well as providing recommendations to strengthen internal controls, governance, and program efficiencies.
- Experience with project management in managing complex and strategic projects and initiatives, utilizing project management tools and methodologies to deliver on short and long-term initiatives
- Strong interpersonal skills with the ability to build strong working relationships and resolve conflicts with all levels of the organization, internal and external stakeholders and consultants, and within a team environment.
- Strong organizational skills in order to manage multiple projects/tasks and competing priorities
- Strong written communication skills with experience creating briefing notes, reports, action plans and presentations for senior management, Council and/or Committee
- Strong research skills in order to stay aware of current trends and legislation and apply them to the role as best practises
- Proficiency in the use of Microsoft Office Applications (Word, Excel, PowerPoint, Project)
- Ability to exercise political acumen, sound judgement and discretion in dealing with confidential matters.
- Must possess a valid Ontario Class "G" Driver's License and have the ability to obtain and maintain a City Permit

Note To Current City of Toronto Employees

City of Toronto employees are eligible to apply for the posted job opportunity, but cannot hold two different jobs. To be considered for this job posting, you must indicate that you are a "Current City of Toronto employee" on the on-line application form, and provide your "Employee Number".

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). 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.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
