



STAKEHOLDER ENGAGEMENT LEAD

Job ID: 18214

Job Category: Communications & Marketing

Division & Section: Solid Waste Management Services, SWM Policy Planning & Outreach

Work Location: City Hall - 100 Queen St W

Job Type & Duration: 1 Permanent Full-Time, 1 Temporary Full-Time (1 year)

Salary: \$88,979.80 - \$104,540.80, TM1691, Wage grade 6.5

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 2

Posting Period: 03-Nov-2021 to 17-Nov-2021

Job Description

Reporting to the Manager, Stakeholder and Community Outreach, the incumbent will be responsible for providing overall senior level support to Solid Waste Management Services (SWMS) as it pertains to divisional engagement, outreach, consultation, public education and communication initiatives, while actively creating an environment of innovation, collaboration, transparency, accountability and trust. These initiatives will primarily focus on public education, project delivery and service excellence, contributing to the City's overall circular economy goals.

The incumbent will also strengthen relationships, collaboration and partnerships with Rights Holders, stakeholders, volunteers, community organizations, SWMS customers and the public, while ensuring implementation of principles such as equity, diversity and inclusion. The incumbent will contribute to a variety of City-wide initiatives, including the continued implementation of the Long-Term Waste Management Strategy and future implementation of the City's Reconciliation Action Plan, as it relates to SWMS's programs, policies and services.

While we encourage all qualified individuals to apply, preference will be given to First Nations, Inuit and Métis candidates.

Major Responsibilities:

- Consultation, Engagement & Outreach

- Develops and implements engagement and outreach strategies that support SWMS's public education efforts and initiatives, in accordance with best practices and in consideration of equity, diversity and inclusion principles.
- Engages in strategic planning as it relates to the development and maintenance of partnerships and relationships with Rights Holders, stakeholder and volunteers.
- Plans annual consultation, engagement and outreach activities in collaboration with divisional and corporate stakeholders.
- Identifies and implements accessible, culturally-relevant, trauma-informed and gender-based analysis+ informed approaches in the development of engagement and outreach initiatives. Makes recommendations to the Senior Management Team regarding the implementation of best practices in consultation, engagement and outreach activities.
- Ensures that consultation, engagement and outreach activities meet City and Provincial AODA legislation and policies, and considers equity, diversity and inclusion principles, as well as gender-based analysis +.
- Researches, develops and evaluates alternatives to current consultation, engagement and community outreach practices and makes recommendations to the Senior Management Team. Leads the planning, design and facilitation of public events on behalf of the division (e.g. meetings, workshops, open houses, consultations).
- Provides advice on sensitive issues, related to consultation and engagement. Recommends and documents corrective action, as necessary, and implements preventative strategies in alignment with best practices in consultation and engagement.
- Provides project-specific supports, as it relates to consultation and engagement. Engages divisional volunteers to support outreach and public education efforts, and collaborates with other corporate partners in outreach initiatives, as relevant.
- Liaises with divisional management staff to address resident and/or stakeholder concerns regarding public consultation, engagement and outreach activities.
- Plans and implements annual plans related to community, volunteer and outreach programs as relevant.
- Coaches and provides guidance and direction to Coordinators, Volunteer Management, as necessary to ensure the consistent, effective and efficient operation of the 3Rs Ambassador Program.
- Develops KPIs to report on engagement trends. Identifies innovative approaches, continuous improvement, and best practices.

Communications

- Develops and maintains excellent working relationships with the Strategic Communications Division.
- Collaborates in the development of material and content for internal and external communications, including web-based platforms.

- Coordinates completion of communication materials with vendor resources, client service management and other city division resources as applicable.
- Leads the implementation of change management initiatives, in collaboration with the Strategic Communications Division.

Relationship-Building

- Effectively collaborates with divisional and corporate staff, including members of the Strategic Communications Division, the Indigenous Affairs Office, the Public Consultation Unit and Legal Services, as it pertains to engagement, consultation and outreach projects and activities.
- Identifies opportunities to build relationships and partnerships with divisional and corporate stakeholder, as well as Rights Holders and external stakeholders.
- Builds strong and ongoing relationships with divisional volunteers conducting outreach as part of SWMS's programs.
- Strategic Planning and Administration
- Supports the divisional annual planning process and provides input into the annual budget planning process, as it relates to engagement, outreach, and consultation activities.
- Engages in short, medium, and long-term planning of initiatives, as it pertains to SWMS's priorities.
- Provides project management supports to a variety of initiatives related to waste reduction and diversion, through project management principles, Lean Six Sigma methodologies, and/or equivalent.
- Prepares and evaluates procurement documents and collaborates with third party consultants related to research, consultation, engagement, and preparation of communication materials, in collaboration with other divisional and corporate stakeholders.
- Manages procurement and contractual processes, as relevant, including development, administration, oversight, evaluation, and reporting.
- Engages and communicates with vendors and procurement bidders, as relevant to ensure successful procurement outcomes for SWMS.

Supervision

- Supervises, coaches, motivates and trains assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others, as relevant.
- Supervises the day-to-day operation of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and coordinates vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments, hears grievances, and recommends disciplinary action when necessary.

Key Qualifications:

1. Post-secondary education in public administration, communications, journalism, marketing, a social science or an equivalent combination of education and experience.
2. Lived experience as a First Nations, Metis, or Inuit person would be considered an asset.
3. Considerable experience with project management and change management principles, methodologies, and implementation, including identifying project goals, scope, milestones and deliverables, monitoring/ tracking projects through completion and delivering short and long-term initiatives.
4. Considerable supervisory experience leading a team of staff to achieve work unit objectives by encouraging teamwork, coaching, mentoring, staff development while leading the team through complex initiatives, preferably in a unionized environment.
5. Considerable experience in developing, implementing, monitoring, and evaluating engagement and consultation plans, as well as supporting the development of communications strategies and plans.
6. Experience with complex procurements and projects, including developing scope, business requirements, and participation on evaluation teams, etc., coupled with experience managing resulting contracts, related contract management activities and vendor relationships.
7. Experience in working with internal and external stakeholders and local communities such as City staff, councilors and other government representatives, volunteers, community stakeholders and private sector clients while managing stakeholder expectations.
8. Experience developing and maintaining relationships, partnerships, programs and/or projects with Rights Holders (e.g. Indigenous communities, Indigenous governments, Indigenous organizations, etc.), including through the co-development of joint initiatives.
9. Experience conducting community outreach with a diverse group of Rights holders and stakeholders with demonstrated consideration of principles such as equity, diversity, inclusion and accessibility. Demonstrated experience implementing gender-based analysis+, trauma-informed and/or culturally safe approaches will be considered an asset.
10. Experience with a wide array of software and Internet-related applications, and standards, including SharePoint CMS, HTML, Adobe and CSS; and proficiency with Microsoft. Technical competency in web and social media communications practices, and with formal design/layout principles and graphic creation will be considered an asset.
11. Highly developed analytical, organizational, communication and interpersonal skills, with the ability to communicate (oral and written) with City Staff at every level, Rights Holders, diverse interest groups (including equity deserving communities) and the public.
12. Strong leadership skills with the ability to supervise and coach project teams, providing focus and direction to ensure deadlines are met.
13. Strong research and analytical skills, and ability to conceptualize and develop options and recommendations to support decision making.
14. Highly developed interpersonal, oral, public speaking, facilitation, collaboration, negotiation and conflict resolution skills.
15. Highly developed written skills to prepare succinct and effective briefing notes, presentation and business cases.

16. Highly developed critical thinking and decision-making skills.
17. Proven political acumen, judgment, and insight.
18. Ability to promote and foster teamwork as well as influence and mobilize internal and external staff, Rights Holders and stakeholders to achieve desired results.
19. Ability to deal effectively with the media, political staff, diverse community stakeholders and senior management and handle projects on time and on budget.
20. Excellent knowledge of web content management principles and tools.
21. Understanding of Municipal and Provincial laws, City policies and standards for privacy, security, accessibility and communications.
22. Previous experience in a government setting will be considered an asset.
23. Previous experience in a public utility or works environment will be considered an asset.
24. Knowledge of current municipal issues, regulations and evolving policy trends in the City affecting SWMS.
25. Knowledge of the Occupational Health & Safety Act and applicable regulations, Collective Agreement, related Labor Legislation, Human Rights Code, etc.

Note: All City of Toronto employees are required to be fully vaccinated as a condition of hire in accordance with the City's [Mandatory Vaccination Policy](https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/covid-19-mandatory-vaccination-policy/) < <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/covid-19-mandatory-vaccination-policy/> >.

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 18214**, by **Tuesday, November 30, 2021**.

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Equity, Diversity and Inclusion

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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.](#)