



Help us get there.



We're building change in Brampton.

The urban centre we serve is one of the youngest, fastest growing, most diverse cities in the country. We're aiming high and thinking big, to position Brampton as an emergent global city of the future.

Leaders in our organization understand success requires passion, creativity and agility. We value progress over process. We hold each other accountable. We are a team who is engaged, excited and empowered to deliver results for Brampton.

PERFORMANCE MEASUREMENT ADVISOR (2) (1 – FULL TIME; 1 – 12-MONTH CONTRACT)

Are you future ready? Brand new division. Brand new role. Looking beyond traditional measures, you will: Help drive a culture of performance and continuous improvement. Partner with City leaders and staff to develop best in class performance targets, analyse and report on progress and identify solutions to make things better. Lead projects that will have corporate-wide impact.

AREA OF RESPONSIBILITY:

Reporting to the Manager of Corporate Performance, this performance measurement professional will support the development and delivery of a comprehensive and integrated Corporate Performance Framework to ensure that all operating departments and functional areas are aligned with City strategy. The role will assist in establishing performance targets based on the City's Strategic Plan and business plans, and reporting of achievements against targets within the organization and to the community. The role will support the organization to identify, monitor, and report on performance measures for the purpose of informing decisions and driving a culture of continuous improvement.

1. OPERATION SUPPORT

- Work with teams across the organization to identify, monitor, and report on Key Performance Indicators (KPIs) using data that is both measurable and meaningful for assessing the extent to which objectives and outcomes are achieved and where areas for improvement are identified.
- Assist in the development and implementation of consistent performance measurement practices/standards across the organization.
- Conducts assessments and facilitates performance analysis to ensure progress towards achieving effective and efficient programs and services across the organization.
- Ensure alignment of divisional and departmental efforts to the City of Brampton's Strategic Plan and operational planning and budgeting processes, and that corresponding measures are aligned.
- Analyze existing and new performance data (quantitative and qualitative) to provide valuable business insights to teams/leaders across the organization.
- Support the development of data visualizations, graphs and interactive dashboards to make large datasets coherent in order to better understand patterns.
- Support in leading the design and implementation of a public corporate performance dashboard.
- Advise on and use information management techniques to collect, maintain, organize, structure, store, index and find information.

- Advise on data collection methods and tools to ensure quality data is being collected and reported on.
- Lead projects and initiatives for the team, including the development, implementation, maintenance and continuous improvement of a public-facing corporate dashboard.
- Ensure all phases of project delivery are performed within standards, timeframes, scope and budget requirements and that project risks are managed.
- Build capacity for performance measurement across the organization through knowledge exchange and the development and implementation of learning and development tools and tactics.
- Work closely with other Performance Measurement leads across the organization to align methodologies and client initiatives, and to provide a consistent approach to broader performance management.
- Lead and assist in facilitations and consultations with business units across the organization from a performance measurement perspective.

2. CUSTOMER SERVICE

- Provide expert guidance and advice to teams across the corporation (including Department Leadership Teams) on performance measurement and reporting.
- Builds and strengthens positive relationships with internal and external stakeholders, cross-functional departments, team and management to ensure a thorough understanding of operational needs.
- Liaise with external vendors as required.

3. COMMUNICATION AND REPORTING

- Provide management with updates and status on issues or concerns relating to policies, practices and procedures as required to meet corporate service standards.
- Prepare management reports, presentations and general ad hoc information as required accurately by established timelines.
- Create and maintain documentation and ensure necessary sign-offs and approvals meet policies and confidentiality.

4. CORPORATE CONTRIBUTION

- Stay current on relevant trends and priorities across the Public sector in Ontario and Canada related to strategic planning and performance measurement to gain insight of market trends, current programs, processes, policies and practices to support management and recommend ways to improve business processes, service solutions and best practices.
- Maintain knowledge of collective agreements, City policies and practices, legislation, regulations and Standard Operating Procedures (SOPs).

5. BUDGET SUPPORT

- Use of effective resource and expense management at all times to meet corporate policies and guidelines.

6. TEAMWORK AND COOPERATION

- Work well within diverse groups in support of operational goals and objectives.
- Demonstrate corporate values at all times.
- Participate as a member of cross-functional team.
- Provide support/backup as necessary.

SELECTION CRITERIA:

- Post-secondary degree or diploma in Economics, Math, Business Administration, Public Administration, related discipline or equivalent.
- 3-5 years' experience with data analysis and performance measurement in the context of program-specific and/or enterprise-wide initiatives preferably in both public and/or unionized environment. Municipal experience is an asset.

- Practical Knowledge of Municipal, Regional, Provincial and Federal Governments and applicable Legislations is an asset
- Strong numeracy, statistical analysis, data visualization and data management skills.
- Knowledge of statistical software (e.g. SPSS) and programming (e.g. VBA) is considered an asset.
- Experience in research methods and practices including statistical reliability and validity testing, sample size calculations and statistical power is considered an asset.
- Knowledge of Key Performance Indicator (KPI) development in order to ensure effective measurement relating to the administration of programs, services and processes.
- Ability to organize, evaluate, analyze and present information effectively and concisely both verbally and in writing.
- Knowledge of current thinking and best practices related to performance measurement and reporting in the municipal sector an asset.
- Strong organizational and project management skills, with familiarity of project management methods and tools.
- Ability to provide expert advice to support strategic and operational initiatives.
- Strong interpersonal skills to be able to work with senior leadership, staff and key stakeholders across the organization and externally.
- Effective facilitation and training skills.
- Effective time management skills with the ability to juggle multiple priorities.
- Ability to develop and implement timely solutions to complex problems.
- Ability to maintain focus, energy, commitment and positive attitude in the face of uncertainty, change and resistance.
- Client-centered philosophy and approach.
- Proficiency in all MS office applications (Visio, Word, Excel, PowerPoint, Project).

***Various tests and/or exams may be administered as part of the selection criteria.*

TO APPLY: Please apply online, quoting file number: 102655 by **September 25, 2017** at: www.brampton.ca/employment or via www.workopolis.com and search for key words City of Brampton. If you require assistance with the application process, please contact us directly. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. We are dedicated to equal opportunity.

The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources Division of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.