



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: CHIEF ADMINISTRATIVE OFFICER

DEPARTMENT: ADMINISTRATION

POSITION TYPE: EXEMPT POSITION

LAST UPDATED: OCTOBER 2024

NATURE AND SCOPE OF WORK

Reporting to the Mayor and Council, the Chief Administrative Officer (CAO) is an adept senior leader and changemaker who actively fosters a culture of continuous improvement in support of Council's priorities for the community. The CAO provides professional guidance to empower the City's leadership team to ensure the consistent overall quality and efficiency of the City's services and operations in accordance with the objectives, plans, programs, and policies approved by Council and in accordance with the various Provincial and Federal statutes, specifically the Community Charter, Local Government Act and municipal by-laws. The CAO is accountable for ensuring that the policies, programs, and direction of Council are implemented, and that Council is advised and informed on the operations and affairs of the City.

Additionally, with respect to leading the City of Colwood workplace community, the CAO champions positive labour and employee relations practices and models, promotes and supports the leadership team in ensuring adherence to all workplace policies and work procedures, including but not limited to, demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides positive leadership and mentorship to the senior leadership team; responsible for their productivity, performance, and ensuring a respectful, inclusive and collaborative culture that encompasses the full participation of all areas of the organization.
2. Ensures, sustains and models productive workplace management practices such as positive and collaborative labour and employee relations practices; ongoing performance feedback and accountability; programs to support organizational succession planning; full staff engagement and participation with delegated responsibility and ownership: and open sharing of information and opportunities for collaboration.
3. Ensures continued excellence in all municipal services and operations.
4. Ensures and sustains a workplace of integrity, transparency, and professionalism which includes the open sharing and dissemination of information to all staff, a focus on exceptional customer service, improved productivity and cost effectiveness, as well as an organizational structure that supports and reflects such practices.



5. Ensures adherence to the Community Charter and Local Government Act.
6. Assists, advises, and informs Council on all municipal matters to assist Council in establishing appropriate and well-informed overall policy direction and decisions.
7. Ensures the Council is provided with well documented and researched agendas and reports and where appropriate, offers alternative solutions, recommended courses of action, and cost-benefit analyses.
8. Works closely with the mayor in establishing and reviewing Council agenda items, following through on decisions made by Council, informing Council of any potential political issues, and maintaining ongoing open dialogue. Keeps the Mayor and Council apprised of issues and developments of an operational, legislative, or political nature which relate to the interests of the City.
9. Performs other related duties.

QUALIFICATIONS

A minimum level of education, training and experience equivalent to a bachelor's degree in a related discipline such as Public or Business Administration, Commerce, Engineering, or Planning plus a minimum of ten (10) years of recent related experience in a leadership role, including within a unionized environment.

An equivalent combination of relevant education and experience may be considered.

SKILLS AND ABILITIES

- Demonstrated success as a senior leader in a progressive local government environment.
- Recognized as a leader of organizational change, adaptation, negotiation and collaboration in an organization supporting and servicing a wide variety of key stakeholders.
- Excellent leadership skills with the ability to present views in a clear and compelling manner and develop trust and influence as a thought leader with a broad relationship base.
- Exceptional interpersonal abilities to effectively work across all levels of the organization and with the public is essential, as is working alongside key partners to drive collaborative communications and engagement strategies in support of the organization's priorities.
- Exceptional, senior level written and verbal communications skills with ability to work in fast-paced, high profile, deadline-oriented environment.
- Demonstrated knowledge of the Local Government Act and Community Charter and related statutes or equivalent experience managing in a governance environment.
- Appreciation for, and experience in implementing progressive economic development programs in vibrant communities.
- Ability to unify, energize and motivate people.
- Overall ability and stamina to perform the duties of the position.



COMPETENCIES

Leads Self

- Self Awareness: Is aware of own assumptions, values, principles, strengths and limitations.
- Manages Self: Takes responsibility for own performance and health and safety.
- Develops Self: Actively seeks opportunities and challenges for personal learning, character building and growth.
- Demonstrates Character: Models qualities such as honesty, integrity, resilience and confidence.

Engages Others

- Fosters the Development of Others: Supports and challenges others to achieve professional and personal goals.
- Contributes to the Creation of a Healthy Organization: Creates an engaging, inclusive, respectful and safe environment where others have meaningful opportunities and the resources to fulfil their expected responsibilities.
- Communicates Effectively: Listens well. Encourages open exchange of information and ideas using appropriate communication media.
- Builds Effective Teams: Facilitates an environment of collaboration and cooperation to achieve results.

Evolves/Adapts/Transforms Systems

- Strategically Oriented to the Future: Scans the environment for ideas, best practices and emerging trends that will shape the system.
- Encourages and Supports Innovation: Creates a climate of continuous improvement and creativity aimed at systematic change.
- Champions and Orchestrates Change: Actively contributes to change processes that improve service delivery.
- Demonstrates Systems/Critical Thinking: Thinks analytically and conceptually; questions and challenges the status quo to identify issues, solve problems and design and implement effective processes across systems and stakeholders.

Achieves Results

- Sets Direction: Inspires vision. Identifies, establishes and communicates clear and meaningful expectations and outcomes.
- Strategically Aligns Decisions with Vision, Values and Evidence: Integrates organizational mission, values and reliable, valid evidence to make decisions.
- Takes Action to Implement Decisions: Acts in a manner consistent with the organizational values to yield effective, efficient public-centered service. Demonstrates business acumen by efficiently and effectively identifying and managing human, capital, financial and information resources.
- Assesses and Evaluates Results: Measures and evaluates outcomes. Holds self and others accountable for results achieved against benchmarks. Corrects course as appropriate.



Develops Coalitions

- Builds Partnerships and Networks to Create Results: Creates connections, trust and shared meaning with individuals and groups.
- Demonstrates a Commitment to Customers and Service: Facilitates collaboration, cooperation and coalitions among diverse groups and perspectives to improve service.
- Mobilizes Knowledge: Employs methods to gather intelligence. Encourages open exchange of information. Uses quality evidence to influence action across the system.
- Navigates Socio-Political Environment: Is politically astute. Negotiates through conflict. Mobilizes support.