



## **Project Management Office Manager**

**Requisition ID:** 3301

**Number of Vacancies:** 1.00

**Department:** Vehicle Programs (20000049) - Project Management Office (30000386)

**Salary Information:** \$107,616.60 - \$134,479.80

**Pay Scale Group:** 11SA

**Employment Type:** Regular

**Weekly Hours:** 35, **Off Days:** Sat/Sun **Shift:** Day

**Posted On:** February 11, 2021

**Last Day to Apply:** February 24, 2021

**Reports to:** Head of Vehicle Programs

The Toronto Transit Commission (TTC) is North America's third largest transit system and has been recognized as one of the top places to work in the GTA. Guided by a forward-thinking strategic plan, the TTC's vision is to be a transit system that makes Toronto proud. The TTC's recruitment efforts are directly aligned to its mission of providing "a reliable, efficient, and integrated bus, streetcar and subway system that draws its high standards of customer care from our rich traditions of safety, service and courtesy."

### **General Accountability**

Responsible for leading program/project governance and execution (including the TTC's project management maturity plan) in collaboration with TTC business leaders, to ensure excellence in project management execution methodologies and governance models. Ensures these standards are maintained throughout the applicable group/department, and trains, mentors, and guides others in an effort to build project management competency. This position supervises PfMO/PMO staff including project management resources that provide support functions, and may also be assigned as a resource on a large complex corporate program.

### **Key Job Functions**

- Identify and assess gaps and establish standards, processes and tools to fill gaps to assist project and program managers in delivering strategic initiatives within the constraints of time, scope/quality and budget

- Manage the intake, estimation and prioritization process for the coordinated management of multiple, related projects directed toward strategic business and organizational objectives
- Provide direction and leadership for the development of accurate estimates, building credibility, establishing rapport and maintaining communication with stakeholders at multiple levels
- Maintain continuous alignment of program scope with strategic business objectives, and makes recommendations to modify the program to enhance effectiveness toward the business result or strategic intent
- Coordinate the resources to the overall benefit of the program
- Govern the standards established for how projects and programs are run; ensure program/project management that is consistent with the standards set by the PfMO
- Ensure program/project management that is consistent with the standards set by the PfMO
- Provide the tracking and monitoring of the status of deliverables, risks and benefits of all projects in the group/section based on the updates received from project and program managers
- Work with functional areas to create integrated plans
- Provide guidance and coaching to project/program managers to improve efficiency of projects, and ensure the ultimate success of programs
- Manage the established reporting process
- Manage the collection, co-ordination, analysis and distribution of information to monitor progress on projects and programs against key outcomes and the intended organizational benefits
- Roll-up project reporting to program level status reports for schedule, budget, cost, issues, risk, etc. and makes presentations to the CEO/Executive/Senior Management, as required
- Participate in the TTC Customer Service Ambassador Program
- Promote a respectful work and service environment that supports diversity, inclusion, and is free from harassment and discrimination. Provide leadership in the development and implementation of inclusive and accessible policies, programs and/or services for employees and customers in accordance with TTC's commitments and obligations under the Ontario Human Rights Code (OHRC) and Related Orders, the Accessibility for Ontarians with Disabilities Act (AODA), and TTC's policies

## **Skills**

- Apply analytical skills
- Manage projects
- Manage human resources
- Plan and organize activities / projects to meet section and organizational goals
- Understand the organization's fiscal environment
- Use office technology, software and applications

## **Education and Experience**

- Completion of a post-secondary college diploma or university degree in a related discipline, or a combination of education, training and experience deemed to be equivalent.
- Comprehensive project, program and/or portfolio management experience, including experience working as part of a cross functional team.
- Project Management Professional (PMP) certification is required. Must possess or commit to obtaining PMP designation within the first two years of employment in this role.

## **Additional Requirements**

- Excellent analytical and problem solving skills
- Proven planning, organizational and decision making skills
- Strong interpersonal and relationship building skills
- Strong management/leadership skills to lead/motivate and develop others
- Excellent influencing, communication, facilitation, negotiation, conflict management and resolution skills
- Extensive knowledge of and experience applying best practices, procedures and principles of project, program and portfolio management methodology and governance
- Comprehensive knowledge of business administration, fiscal and human resources policies and legislation/regulations regarding safety, human rights, employment, etc.

- Demonstrated ability to prepare and monitor budgets and conduct cost/benefit analysis
- Demonstrated ability to work with senior management/executive level on projects and programs
- Experience establishing, building and maintaining collaborative relationships with various stakeholders for the purpose of meeting the corporate/program objectives
- Demonstrated competency with computer-based techniques and applications related to the work

To find out more about the TTC and to apply online, by **February 24, 2021**, please visit [www.ttc.ca/jobs](http://www.ttc.ca/jobs), click on “current employment opportunities” and enter **Requisition ID 3301** in the search field.

We thank all applicants for their interest but advise that only those selected for an interview will be contacted.

The TTC is committed to fostering a positive workplace culture with a workforce that is representative of the communities it serves. Committed to the principles of diversity and inclusion, the TTC encourages applications from all qualified applicants. Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact Human Resources - Employment Services at 416-393-4570.

The TTC’s Employment Policy prohibits relatives of current TTC employees from being hired, assigned, transferred or promoted into positions, where there is a conflict of interest due to relationship. Should you be selected for an interview, you will be required to disclose the name, relationship, and position of any relative who is a current TTC employee.