

## **Head: Infrastructure Department**

### **General Purpose**

To be responsible for the overall direction, coordination, implementation, execution and control of the Infrastructure department and completion of all its infrastructure projects ensuring consistency with company strategy, commitments and goals.

### **Main Job Tasks and Responsibilities**

#### **1. Managing a team of Project managers**

- lead the planning and implementation of projects
- facilitate the definition of project's scope, goals and deliverables
- define project tasks and resource requirements (More project managers?)
- Approve full scale project plans
- manage project budgets
- manage resource allocation of all projects
- Oversee the plan and schedule project timelines
- track project deliverables using appropriate tools
- provide direction and support to project teams
- quality assurance NB
- constantly monitor and report on progress of the projects to the Executive Director
- present reports defining projects progress, problems and solutions
- implement and manage project changes and interventions to achieve project outputs
- projects evaluations and assessment of results.
- Oversee everything to do with Safety on the projects and making it one of the top priorities of the infrastructure department.

### **Key tasks**

#### **1. Project planning**

- Explain implications of changes to project scope and/or objectives to the client and to the project team.
- Lead the team to prioritize signed off project work based on analysis of strategic importance, tasks outstanding, obstacles or barriers, budgets, resources and deadlines.
- Create, or participate in the creation of, project documentation.
- Manage the client stakeholders, team members, or contract personnel to design a solution and establish associated project time lines and budgets that allow for the delivery of the most strategic functionality within the project constraints.

- Establish and maintain a usable and well-communicated schedule for all phases of a project.
- Work with the cost controller to ensure changes are understood and approved.

## **2. Project accounting and finance**

- Understands basic revenue models, and cost-to-completion projections and makes decisions accordingly.
- Understands our pricing model and billing procedures.
- Accurately forecasts revenue, profitability, margins, bill rates and utilization.
- Assures project legal documents are completed and signed.
- Manages project budget.
- Determines appropriate revenue recognition, ensures timely and accurate invoicing, and monitors receivables for project.
- Follows up with clients, when necessary, regarding unpaid invoices.
- Analyzes project profitability, revenue, margins, bill rates and utilization.

## **3. Project control**

- Manage scope creep through client change orders, internal change orders, phased delivery or other methods to ensure projects deliver on time line, scope, budget and strategy expectations.
- Evaluate all key project deliverable, as well as final product to ensure traceability of requirements, high quality and client acceptance.
- Responsible for formal sign off on all project deliverable; this will often include coordinating input and involvement from the account director and client.
- Ensure project meets internal and client expectations with respect to quality, budget, delivery time lines, and strategy.
- Identify, track, manage and mitigate risk on specific client engagements. Escalate these issues when necessary to ensure minimal impact to quality, budget, and time line.
- Where project control is in jeopardy, create contingency plans with appropriate input from key team members and implement a revised project schedule, scope or budget in a timely manner.

## **4. Project communication**

- Work with Project accounts to ensure clients achieve an understanding of expectations, deliverable, dependencies, risks, progress.
- If needed, create customized reporting for the client or team with account management and/or team leads, to secure sign off on deliverable or documentation.
- Use sound judgment in all project communication and ensure that key stakeholders including the
- Team, client and management are apprised of project activities in a timely

manner.

- Communicate progress, risks, expectations, time lines, milestones and other key project metrics to clients and team members.

## **5. Internal project reporting and administration**

- Be prepared to discuss project quality, client and team satisfaction, and project success metrics during regularly scheduled and ad hoc project review meetings with the managing director.
- Track and report weekly on percent complete, budget burn, earned value, slippage, project effort and duration to complete and other key project metrics.
- Keep an accurate risk tracking document with an associated mitigation plan.

## **6. Resource management**

- Determine project roles of team members based on project requirements, time frames and budget.
- When necessary work with external contractors in addition to internal resources.
- Define skill sets (competencies) required for the project based on project specifications and requirements.
- Determine resource requirements (including staffing, software, hardware, and facilities) of projects, based on project specifications.

## **7. Client management**

- Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
- Builds a knowledge base of each client's business, organization and objectives.
- Manages day-to-day client interaction.
- Sets and manages client expectations.
- Develops lasting relationships with client personnel that foster client ties.
- Communicates effectively with clients to identify needs and evaluate alternative business solutions.

## **Job specification of Project manager**

- A university degree or equivalent in a related field.
- Eight to ten years of experience in a senior leadership position.
- Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders.
- Demonstrated experience in leading and managing complex projects that are strategic in nature and national in scope.
- Knowledge of labor force strategies would be an asset

- Excellent organizational skills with demonstrated ability to execute projects on time and on budget.
- Strong interpersonal, communication, facilitation and presentation skills.
- Strong analytical and problem solving skills.
- Ability to work independently and with minimal supervision.
- Demonstrated ability to work in a small team setting.
- Good computer skills, proficient with ms office applications.
- Ability to communicate effectively in both official languages is an asset.
- Experience with the government funding process is an asset.
- Knowledge of workforce strategies developed in other sectors is an asset.
- Educational and experience requirements include engineering degree or equivalent combination of technical training plus 2 years experience/knowledge of construction, design, finance and management required.
- Must be able to apply innovative and effective management techniques to maximize employee performance.
- Thorough understanding of corporate and industry practices, processes, standards etc. And their impact on project activities is vital.
- Superior communication and interpersonal (tact, diplomacy, influence etc.).