

## **JOB TITLE – Head of Strategy and Operations Mayor’s Office**

### Definition

The Head of Strategy and Operations, Mayor’s Office is an executive responsible for assisting the Mayor with developing, communicating, and executing, projects and initiatives that help to deliver on the mayor’s objectives and the Strategic Objectives of Council. With limited direction, the Head of Strategy and Operations, Mayor’s Office supports the Mayor by planning, directing, coordinating, and evaluating the overall operation of the Mayor’s Office, performs a variety of advanced professional duties and analytical projects for the Mayor, relieves the Mayor of administrative detail, acts as a liaison to City Council members, responds to constituent inquiries, and supports the Mayor’s work on strategic initiatives and partnerships that will benefit the City and advance Council’s Strategic Objectives.

### Supervision Received and Exercised

Limited supervision is provided by the Mayor. Responsibilities include working with staff in the mayor’s office and with interns and co-op students as applicable.

### Essential Duties and Responsibilities

#### *Strategic*

The Head of Strategy and Operations, Mayor’s Office focuses on conceptualizing and formulating strategic initiatives and partnerships that will build the profile of the City, create new opportunities for the City, and complement Council’s Strategic Objectives. In collaboration with the Mayor, the Head of Strategy and Operations, Mayor’s Office will help articulate and implement a strategic vision and oversee elements of Council’s Strategic Plan that the mayor is responsible for, in close coordination with the Mayor.

To achieve these aims the Head Strategy and Operations, Mayor’s Office will:

- Develop new relationships and partnerships
- Manage special projects for long term sustainability and meet the needs of key partners
- Serve in an external role to support the Mayor at key functions she is not able to attend
- Develop an environment of collaboration between the City and external partners to work towards a common vision and goal
- Monitor emerging needs and interest among key stakeholders
- Represent the Mayor on relevant committees and task forces
- Collaborate with the Mayor to devise effective short and long term plans

- Develop new business opportunities for the City by leveraging a wide network of contacts
- Monitor and research items required for the Mayor's work on various committees, partnerships and strategic initiatives

#### *Administrative*

The Head Strategy and Operations will work to ensure that the Mayor's administrative duties are limited and that the Mayor is free to spend the most of her time driving forward the Strategic Objectives of Council and furthering the goals of the City.

To achieve this aim the Head Strategy and Operations will:

- Discuss resident enquiries or complaints with the Mayor on an as needed basis, receive direction, consult with relevant staff and respond to resident via letter, phone or email.
- Work with Mayor's Executive Secretary to prepare for and organize Mayor's meetings, including goals, location, agenda and participants
- Follow up with meeting participants as needed – in particular for the working groups and committees chaired by the Mayor, ensures any follow up materials are sent and Mayor's actions are completed.
- Draft briefing notes, speaking notes and PowerPoint presentations for the Mayor as needed

#### Qualifications

Master's Degree in Business Administration or Public Administration and a minimum of ten years of related experience at a senior level in the public sector; or an equivalent combination of education and experience.

#### Compensation

TBD