



## **IDENTIFICATION**

<i>Position Number</i>	<i>Position Title</i>	
93-4093	Manager, Technical Services	
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>
NWT Housing Corporation	South Slave District Office	Hay River, NT

## **PURPOSE OF THE POSITION**

To lead and manage a multi-disciplinary District technical team and to provide overall planning, implementation, coordination and assessments as it relates to housing construction, renovation and maintenance, to the Local Housing Organizations (LHOs), NWT residents, client departments, and community organizations.

## **SCOPE**

This position is located in the Housing Corporation's South Slave District Office in Hay River. The incumbent reports directly to the District Director and functionally to the Manager, Construction in headquarters. The duties of the position have an impact on the District Office, Local Housing Organizations, Community Governments, GNWT Regional Offices, Contractors and individual NWT residents, tenants and Corporation clients in the District.

The incumbent is responsible the management and implementation of the delivery of housing programs in seven (7) different communities in the South Slave District. The magnitude of the budget impacted by the position is \$6 million in Capital and \$4.5 million in Local Housing Organization's maintenance funding.

The position works within a legislative and policy framework and carries out its responsibilities in accordance with the Government of the Northwest Territories (GNWT) acts, regulations, policies and department and agency procedures that include but are not limited to the *Financial and Administration Act*, *Public Service Act*, the *Northwest Territories Housing Act*, Territorial/Local buildings codes, well as a number of supporting regulations, standards and bylaws, and related policies and procedures including but not limited to the GWNT's contracts and Business Incentive policies.

The incumbent is responsible for the work of three (3) subordinate positions including two (2) Technical Advisors and one (1) Lands Officer.



## **RESPONSIBILITIES**

**Monitor and direct the initiating, planning, design, construction and warranty phases of all District capital projects to ensure they are completed per Corporate Plan, client specifications, on schedule, and within budget.**

- Develop District capital plans for all new construction and renovations including the modernization and improvement program, public housing replacement program, new homeownership construction, and market housing initiatives.
- Develop and manage capital projects for client departments and community clients.
- Plans and implement annual District capital project delivery methods including public tender, block funding agreements, project authority agreements, and negotiated contracts.
- Reviews tenders, proposals, and negotiated contract requests, including the analysis of the capabilities of contractors, and makes recommendation for award of contracts.
- Reviews and recommends changes to projects to reduce costs and/or to include energy efficiency components. Co-ordinate changes with headquarters Construction Manager.
- Regularly meet with District technical team, consultants, and community clients to monitor and verify that work is proceeding satisfactorily.
- Regularly meet with District senior staff to review the District's Capital Report and present reports on changes (additions or deletions).
- Resolve technical issues at the community level as well as with consultants.
- Ensure comments from all applicable regulatory bodies are obtained and incorporated.
- Confirm that deficiencies identified during warranty periods are resolved.
- When requested by the District Director, advises community officials on the status of major capital projects in their community.
- Enforce applicable Territorial and Local construction regulations including GNWT Business Incentive Policy, Northern Manufacturing Directive, Community By-laws, etc.
- Responsible for delivering and facilitating the educational component of housing programs, specifically the Home Maintenance and Repair course to clients.

**Supervise, motivate, mentor and evaluate subordinate staff. Manage and coordinate the day to day activities of the District's technical section including administration duties and the supervision of staff.**

- Develop and foster a team approach in the District. Includes fostering relationships between all sections of the District (Programs, Finance, & Technical) as well as communicating regularly with Infrastructure Services in headquarters, and LHO Managers and maintenance foremen.
- Develop and co-ordinate with the District's Program Manager an annual operational plan for the delivery of homeownership construction/repair projects. Monitor the implementation of the plan.
- Review and approve all District technical projects including preliminary design, contracts, tenders, suitability, budget and schedule, and impact on community/region.
- Schedule and assign work to District staff and monitor work in progress and work accomplishments.
- Request additional manpower, where required, through District Director.



- Develop and implement staff training plans where required (includes LHO maintenance staff).
- Develop and facilitate workshops for District technical staff (includes LHO maintenance staff).
- Conduct annual performance reviews of District technical staff and make recommendations to the Vice-President, Programs and District Operations regarding training and development of employees (includes LHO foremen where required).
- Develop, review and update job descriptions for the District technical section. (Includes LHO Maintenance job descriptions).
- Explain the technical component of the programs to District staff and the public and seek assistance from the Manager, Construction in headquarters where necessary.
- Co-ordinate the collection of background information and prepare draft briefing notes, issue papers and decision papers for District Director's review and approval.
- Co-ordinate the preparation of community status reports and other reports as required.

### **Plan and administer the maintenance program for Local Housing Organizations**

- Provide expert advice and training to LHOs in the area of housing construction, renovation, maintenance techniques, and project management.
- Conduct annual operational reviews of LHO maintenance, and develop training/support plans to address areas where improvement is required.
- Analyze LHO maintenance activity reports on a regular basis for presentation to District senior staff. Provide feedback and recommendations to LHOs.
- Review technical community inspection reports regularly to ensure LHO compliance with Corporation standards including the Maintenance Management Program, Universal Partnership Agreement, and district Emergency/Safety procedures.
- Monitor the identification and implementation of energy efficient improvements in buildings and equipment.

### **Implement strategies for using capital projects to enhance local development and business opportunities, and to maximize local employment and training.**

- Conduct annual reviews of housing unit designs to ensure current and future designs are cost effective, easy to construct, easy to maintain, and are energy efficient for the communities in the District.
- Analyze shipping methods/cost, construction methods/cost, on a regular basis and implement changes to improve delivery times and/or save costs.
- Liaise periodically with community officials and local contractors to assess local construction capabilities. Make recommendations to address areas requiring improvements.
- Select project management strategies that allow local labour and businesses to be utilized to the greatest extent possible. (This may include splitting large contracts into smaller components and/or initiating training/apprenticeships.).
- Evaluate the ongoing technical delivery of housing programs with the intent to achieve programs objectives and identify areas of improvement.
- Research opportunities for community transfer programs for maintenance activities.



**Act as a member of the District's Senior Management team to plan and coordinate budget development and program targeting and delivery for the district.**

### **KNOWLEDGE, SKILLS AND ABILITIES**

(Describe the level of knowledge, experience and abilities that are required for satisfactory job performance)

- Ability to manage, direct and motivate individuals and facilitate decision-making; ability to manage and work with a diverse team of individuals
- Strong knowledge of northern building design, building conditions and construction practices, renovation, maintenance systems, project management and contract administration.
- Knowledge of National and Municipal: building codes, local zoning, by-laws, labour standards and safety acts.
- Strong project management and contract administration skills.
- Knowledge of GNWT purchasing policies and directives (i.e.: Business Incentive Policy, Tendering and Contracting Policies, Northern Manufacturing Directive and Local / Northern Involvement Initiatives).
- Working knowledge in computer software application using PC software, ACCESS, MS Word, Excel and Windows. Working knowledge of AutoCAD is an asset.
- Strong negotiating, interpersonal and advisory skills.
- Excellent communications skills both orally and written, in order to communicate effectively in meetings and through presentations in a workshop setting.
- Ability to operate effectively in cross-cultural environment.
- Knowledge and ability to analyze and interpret legislation, policies, building codes, blueprints, policies and procedures
- Must possess the ability to build and maintain a good working relationship with internal and external colleagues, private industry, Aboriginal organizations, NWT residents, clients and tenants.
- A valid class 5 driver's license is preferred.

### **TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:**

The knowledge, skills and abilities for the above noted are typically acquired through a certification in technical discipline and or a building trade with seven (7) years in related work experience coupled with five (5) years of progressive experience in project management and contract administration, plus two (2) years supervisory experience.

### **WORKING CONDITIONS**

#### **Physical Demands**

Most of the incumbent's time is spent in a sitting position with frequent opportunity to work on construction sites, where the incumbent will experience some level of physical demands, which includes lifting, stretching, climbing, walking, standing and working in awkward positions.



### **Environmental Conditions**

This position completes building inspections on a regular basis and as such would be exposed to dust, mould, fiberglass insulation, and other allergens. They are also exposed to other worksite hazards during inspections such as falling material (from a roof) and working in confined spaces (ie: crawl spaces).

### **Sensory Demands**

The incumbent requires normal use of senses (seeing and hearing) in order to perform the day-to-day activities of the position. Extensive use of computer requires focused concentration.

### **Mental Demands**

High degree of stress can result from dealing with the high expectations of NWT residents/tenants/clients to solve their housing problems in a climate of reduced funding. There is the potential of residents/tenants/clients housing needs being raised at the political level which creates a sensitive political environment. The incumbent is exposed to tight deadlines and a heavy workload during the construction seasons.

This is a travelling position to isolated communities, whereby the incumbent will be away from home 30% - 40% of the time, and is impacted by a disruption in lifestyle caused by work schedules and travel. The incumbent experiences a moderate level of travelling (1-2 trips biweekly at approximately 6 hours per return trip each) to isolated communities, which may require the individual to travel on small airplanes.

### **ADDITIONAL REQUIREMENTS**

#### **Position Security (check one)**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

#### **Official Language Considerations (check one)**

- ☐ Not required
- ☐ Bilingual required (state language): \_\_\_\_\_