



Infrastructure Program Lead

Definition:

The Infrastructure Program Lead is a project management expert responsible for overseeing the progress and completion of a series of related projects within a program area. A program in this classification refers to a series of infrastructure projects related by specialization, collaboration groups, geographical location, type of work, or any other characteristics that are coordinated to obtain benefits otherwise not available from managing them individually. The Infrastructure Program Lead classification is supervisory and is accountable to lead the strategy, priorities and direction of an assigned team consisting of internal staff and external consultants and contractors. This role leads the centralized, coordinated management of related projects and initiatives to achieve goals and long term outcomes, managing interdependencies between projects, resource optimization, and strategic alignment.

In a “Project Manager Team Lead” capacity, employees of this classification provide strategic direction and operational oversight of a multidisciplinary team, all contributing to a common program of projects. This includes directing, coordinating, and reviewing the work of Project Managers and Coordinators, in addition to external consultants and contractors, ensuring the successful delivery of complex, large-scale program initiatives. This is complex program management work related to the coordination of a variety of new or renewal infrastructure projects. The nature of the work involves the use of project management systems and best practices to deliver the projects within a specified program efficiently and effectively.

The Infrastructure Program Lead is distinguished from the Project Manager classification by its focus on systems thinking across a program area consisting of multiple complex interconnected projects along with the execution of individually managed projects within the program area of specialization. This classification operates within an integrated business model acting as a high-level accountable authority serving as a key advisor to senior leadership, ensuring the delivery of a program of projects on time, on budget, and within scope, while protecting the City’s reputation and managing overall program risk.

Typical Duties:

Supervise, coordinate, train, and direct the efforts of a multidisciplinary team of internal Project Managers, Project Coordinators, and technical staff, in addition to external consultants and contractors, in accordance with policy and program/project management best practices.

Oversees a portfolio of projects and/or specialization, focusing on high-level strategic goals, long-term planning, and inter-project coordination to deliver a series of projects on time, on budget, and within scope.



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Manages the planning, design, and delivery of a variety of complex infrastructure projects within a program of specialization, including the preparation of feasibility studies, master plans, functional programs, design reports, and construction plans and specifications.

Define the goals, objectives, interdependencies and planned deliverables of complex concurrent projects within a program and/or area of specialization in order to ensure resource optimization and strategic alignment of Corporate goals to fulfill the requirements of Business Partners and Project Sponsors.

Manage, monitor and report on project/program performance through detailed plans and schedules, ensuring it is on budget, on schedule, and within the defined scope and quality.

Reviews and prepares feasibility studies, master plans, functional programs, design reports, drawings, and construction specifications; leading in the preparation of complex project/program reports for submission to Senior Leadership, Council, and Committees.

Create, leverage, and maintain strategic relationships necessary to advance the goals and objectives of complex projects in a program area with citizens, Council, and business/industry partners.

Apply systems thinking to manage multiple ongoing and concurrent projects of high complexity, leveraging existing resources and ensuring successful delivery of the outcomes.

Develops and implements robust communication and public engagement plans in collaboration with the Corporate Communications branch.

Ensure all project activities within the program are in accordance with Project Management methodology, City policies, processes and procedures, as well as regulatory and legislative requirements such as Occupational Health and Safety Standards and Guidelines.

Responsible for selecting and implementing prime contractor management strategies in alignment with City safety protocols. Proactively identifies, documents, and resolves project issues to ensure program compliance and safety standards are met.

Knowledge, Skills, and Abilities:

Comprehensive understanding of construction processes related to architectural, civil, structural, mechanical, electrical, and landscaping disciplines.



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Ability to see how multiple complex projects impact one another and the broader City infrastructure.

Demonstrated experience leading Project Managers and multi-disciplinary teams in the delivery of complex interconnected projects.

Advanced understanding of municipal government structures and the ability to navigate complex political environments when presenting project risks or milestones.

Proven planning, organizational and problem solving skills necessary to advance complex projects within a program area.

Strong program/project management skills including an in depth understanding of project management methods and techniques i.e Project Management Body of Knowledge (PMBOK) best practices.

Advanced working knowledge of relevant codes, legislation, regulations, policies and procedures (OH&S, Environmental, Builders Lien Act, etc.).

Strong conflict resolution and negotiation skills with experience in solving complex and sensitive issues and stakeholders

Strong contract management skills including selection process, claims management and performance evaluation.

Strong verbal and written communication skills regarding sensitive and complex issues, including report writing, briefing notes, and presenting to a diverse range of audiences from members of the public, business partners, senior leadership as well as preparing information for elected officials and staff.

Ability to interpret, read, and design total project plans, specifications, diagrams, and charts of considerable complexity.

Proven ability to coach, mentor, and lead staff through a series of complex projects with high levels of integration (both internally and externally).

Training and Experience Requirements



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Completion of a Bachelor's Degree in a related field such as Engineering, Architecture, Landscape Architecture, Business, or Project Management with eight (8) years progressively responsible team and program/project management experience.

OR

Completion of a two (2) year Diploma in a related field such as Engineering, Architecture, Landscape Architecture, Business, or Project Management with ten (10) years progressively responsible team and program/project management experience.

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	3490		3491	
Grade	033		035	
Last Updated:	2026-04			
Previous Updates:				
Originated:	2026-04			