

Leadership Pipeline Alignment

Business Results		
	Results	Full Performance
Director (Chief Executive Officer)	<ol style="list-style-type: none"> Enterprise success through financial viability and customer value Public trust 	<ol style="list-style-type: none"> Articulate and drive sustainable short- and long-term enterprise objectives that deliver high customer value Ensure highest level of employee commitment to public service as demonstrated by high customer satisfaction
Chief Deputy Director (Chief Operating Officer)	<ol style="list-style-type: none"> Enterprise success through financial viability and customer value Public trust 	<ol style="list-style-type: none"> Articulate and drive sustainable short- and long-term enterprise objectives that deliver the Director's priorities Ensure highest level of employee commitment to public service as demonstrated by high customer satisfaction
Assistant Director (Group Manager)	<ol style="list-style-type: none"> Strategic Plan Financial viability of all funds Enterprise stakeholder value 	<ol style="list-style-type: none"> Strategic Plan built on sound financial, political and industry knowledge Consistently meet financial viability targets Deliver stakeholder value through business integration
Deputy Director (Business Manager)	<ol style="list-style-type: none"> Business Plan Business centers of excellence Business success through financial viability and customer value 	<ol style="list-style-type: none"> Business Plan built on sound financial, political and industry knowledge Industry recognized Deliver value proposition that anticipates and meets customer and enterprise needs
Division Head (Function Manager)	<ol style="list-style-type: none"> Functional Operational Plan Customer service/satisfaction 	<ol style="list-style-type: none"> <ul style="list-style-type: none"> Operational Plans support overall business objectives Deliver the Business Plan through collaboration with other divisions Create a culture of customer service excellence as defined in the Business Plan
Assistant Division Head (Manager of Managers)	<ol style="list-style-type: none"> Program delivery Resource management Customer service/satisfaction 	<ol style="list-style-type: none"> Deliver all programs on budget and on time Resource allocation decisions based on priorities and required results Customer service meets or exceeds standards in the Business and Functional Operational Plans
Section Head/ Superintendent (Manager of Others)	<ol style="list-style-type: none"> Project/service delivery Customer service/satisfaction 	<ol style="list-style-type: none"> Plan, schedule, and effectively deliver projects and services to quality standards on budget and on time Customer service meets or exceeds standards in the Business and Functional Operational Plans and is responsive to emergent situations
Managers (Common Expectations)	<ol style="list-style-type: none"> Work/strategy alignment Customer service/satisfaction 	<ol style="list-style-type: none"> Results are aligned with enterprise strategies Service delivery meets or exceeds customer expectations