

Subject: Proposed Fall Commencement of Manager, Recreation, Culture and Wellness Position

Recommendation:

BE IT RESOLVED THAT Council receive Report #2024-0186 Proposed Fall Commencement of Manager, Recreation, Culture and Wellness Position, for information;

AND THAT Council direct the Manager, People Services to immediately commence the recruitment process for the Manager of Recreation, Culture and Wellness.

Background:

At its meeting of July 5, 2023, Council approved the creation of a new Manager, Recreation, Culture and Wellness position. Council directed the position to commence in 2025. The RCW Department is the Town's largest by staff size and is notable for being one of the few Departments to not have a manager (the management team consist of one Director, two Supervisors and a Lead Hand).

Previously there was a manager position in the RCW Department, however this position was eliminated as a cost-saving measure by Council in January, 2019. With the MCC being fabulously successful, and with operations occurring for 17 hours, 7 days per week, several operational shortcomings and opportunities have been identified that would benefit from increased management and coordination.

This report is being written to request that the approved position commence three months early, in October, 2024, rather than January, 2025. There are sufficient in-year funds available to cover the additional cost associated with this unbudgeted expenditure.

Analysis:

Town Council received and endorsed two major documents, in 2023, associated with RCW operations: the KPMG Organizational Review and the Recreation Master Plan. The first document was created as the result of a provincial grant designed to examine operations for efficiency and productivity improvements. While the

Organizational Review document called for nineteen changes (some of which have been implemented), several of the key recommendations involve the adequacy of staffing. Similarly, the focus of the Master Plan is upon provision of recreation services in the coming decades, however it makes fifty-nine recommendations, including several on the topic of staffing. One of the structural gaps identified by KPMG is the complete lack of middle-management in the RCW Department. The Department is led by a Director, with the only two other management positions being a Supervisors.

It is notable that there are no full “Manager” positions in RCW, unlike in the Corporate Services, Public Works and Community Planning & Development Departments. By full-time employee count, RCW is the Town’s second largest department; during the summer season with part-time and seasonal staff it is the Town’s largest department, so the absence of a manager is notable. Without a manager, manager level work is currently either done by a director, who is essentially being overpaid for management duties, or is being done by the supervisor, who is theoretically undercompensated for the work. In the absence of the director, this position would have responsibility for all operations and programming.

The business case has already been made for the creation of the position and Council has directed same. Given the availability of funds, and the need for the position, it is hoped that Council will approve an early start – the need for this position has been recognized since 2023 and the existing team is very much looking forward to the arrival of a new manager.

One benefit of having the manager position commence in the fall of 2024, is that the person will have a few months to become acclimated before the MCC’s peak operational period commences.

Financial Considerations:

The 3 months salary and benefit cost for this position in 2024 will be covered by savings in our 2024 budgeted benefits. The actual renewal rate increase came in lower than budgeted, which is sufficient to cover this position starting on October 1, 2024.

Alternatives Reviewed:

Council can decline this staff request, in which case the new Manager, Recreation, Culture and Wellness recruitment will not occur until January, 2025.

Strategic Plan Relationship: Enhancing Capacity and Future Readiness

The manager position will enhance many aspects of programming for residents and visitors. This position is expected to help maximize utilization of the MCC and other recreational assets by coordinating and managing the facilities. Starting this work sooner simply means enhanced services at an earlier date.

Consultation:

The Director of Recreation, Culture and Wellness, the Manager of People Services and the Director of Corporate Services each participated in drafting this report.

Other Pertinent Reports/Attachments:

None.

Prepared and Submitted by:

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