

# City Manager's Office

Lead the municipal administration and provide guidance and advice to Council on the City's fiscal, organizational, intergovernmental and service challenges. The City Manager is accountable to Council for the policy direction and delivery of all divisional programs.

## Internal Audit

**Purpose:**  
To identify and evaluate exposure to risk and to help strengthen risk management and controls in program areas within City Divisions. Provide advice to help clients mitigate business risks, promote/assure fiscal responsibility, accountability and compliance with various policies and legislation.

## Equity, Diversity & Human Rights

**Purpose:**  
To provide information to the City of Toronto necessary to provide equal opportunities to all citizens, visitors, and businesses directly interacting with city services.

## Strategic & Corporate Policy

**Purpose:**  
To ensure responsiveness to City Council and citizens, facilitate improved service delivery and promote the City's interests in legislative affairs.

## Executive Management

**Purpose:**  
To provide leadership, direction and accountability on the development and delivery of quality, responsible and cost effective policies, programs and services by members of the Toronto Public Service to the residents and businesses of Toronto.

## Strategic Communications

**Purpose:**  
To create public awareness and understanding about City government as well as serve the internal communications needs of City employees.

## Human Resources

**Purpose:**  
To provide corporate human resources leadership by managing the labour relations environment; attracting and retaining a highly skilled, diverse workforce; ensuring compliance with health and safety legislation; reducing the impact of injuries, illnesses and absences; building capacity through learning and leadership development; and initiatives that support an ethical, inclusive, and effective Toronto Public Service.

Employee & Labour Relations

Employment Services

Safe & Healthy Workplace

Organization & Employee Effectiveness

### Legend:

Program      Activity

Service Customer

### Internal Audit

- Staff - City Divisions
- Staff - Agencies & Boards

Indirect (Beneficiary)

- Residents
- Businesses

### Equity, Diversity & Human Rights

- City Council
- Mayor
- City Manager & DCMs
- Staff - City Divisions
- Staff - Agencies & Boards

Indirect (Beneficiary)

- Residents
- Other Orders of the Government

### Strategic & Corporate Policy

- City Council
- Mayor
- City Manager & DCMs
- Staff - City Divisions
- Staff - Agencies & Boards

Indirect (Beneficiary)

- Residents
- Other Orders of the Government

### Executive Management

- City Council
- Mayor
- City Manager & DCMs
- Staff - City Divisions
- Staff - Agencies & Boards

Indirect (Beneficiary)

- Residents
- Other Orders of the Government

### Strategic Communications

- City Council
- Mayor
- City Manager & DCMs
- Staff - City Divisions
- Staff - Agencies & Boards
- Media

Indirect (Beneficiary)

- Residents

### Human Resources

- City Manager & DCMs
- Staff - City Divisions
- Staff - Agencies & Boards
- Unions & Associations

Indirect (Beneficiary)

- Residents
- Members of Public interested in opportunities within Toronto Public Service