

MUSEUM LONDON

Join our Team at Museum London!

Job Opportunity:

Head, Operations & Visitor Experience

Deadline: June 17, 2024 8:00 AM EST

Museum London seeks a responsible, knowledgeable professional to join our team in the role of Head, Operations and Visitor Experience. Serving as a key member of our leadership team, this role reports to the Executive Director. The scope of responsibility includes overseeing all aspects of day-to-day operations and evolving visitor experience through a focus on excellent customer service at the Museum. A person with exceptional interpersonal and organizational skills, the incumbent will oversee our gallery services division with an eye to growing our revenue-generating event rental program. The Head, Operations and Visitor Experience oversees all capital projects, as well as facility services contracts for security, landscaping, custodial, maintenance.

Proactive, passionate about arts, culture, and heritage and the transformative potential of museums, our ideal candidate is a learner and a team-player who contributes to a positive workplace culture and welcoming, inclusive, accessible experience for the communities we serve.

This is a full-time, permanent role working approximately 40 hours per week onsite at Museum London. Given the nature of the role, work on weekends and evenings is required.

Scope and Responsibilities

People & Visitor Services

- Manages all aspects of the day-to-day operational activities of Museum London.
- Manages and supports staff team members in the gallery services division including the event rentals program, volunteer programs, utilities, and other areas as assigned.
- Recruits, hires, trains, schedules and evaluates staff in their areas of responsibility, as appropriate.
- Participates in the negotiation of collective agreements and in labour relations meetings.
- Participates and leads relevant organizational committees.

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- Actively fosters a positive workplace culture in line with the Museum's purpose and values, and develops trustful and respectful relationships with staff, volunteers, and the communities that Museum London serves.
- Participates in identifying and removing barriers and elevating inclusion for all to ensure that the building, the grounds, and Museum London services and employment practices are accessible to all.
- Manages health and safety in the workplace including procedure and policy development, training staff and volunteers, conducting workplace inspections and responding to workplace accidents/incidents as Joint Health and Safety Committee Co-Chair.

Grounds and Facility

- Directs and liaises with contractors as well as City of London staff in the management of the facility and grounds.
- Oversees and manages the negotiation, coordination, and implementation of all operational contracts, ensuring legal compliance, including security, custodial, landscaping, and other services.
- Oversees current and future capital planning and projects including coordination with external partners, consultants and internal staff to manage construction projects, equipment purchases, furniture, service contracts, etc. Monitors all related budgets and other control systems for capital projects.
- Serves as the primary contact for all building and operations matters, with thorough knowledge of all aspects of the Museum's grounds and facility and related policies.
- Manages responses to emergency situations affecting the grounds, facility, or operations, including after business hours.
- Oversees the administration of building leases and liaises with building tenants to ensure ongoing communication and support of operational requirements.

Operations

- Collaborates to prepare and monitor financial plans and budgets.
- Oversees and helps to evolve information technology systems and information management systems, including contracts with third-party IT service providers.

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- Develops and implements policies and programs for administrative, facility operations and building security, and ensures compliance.
- Participates in the annual renewal of insurance policies.
- Acts on behalf of the Executive Director in their absence and as assigned.
- Develops and monitors business plans and workplans to improve efficiency, increase revenue, and reduce costs as appropriate in alignment with the Museum's strategic plan.
- Researches, analyzes and reports trends and benchmarks with other organizations regarding operational practices and policies.

Skills, Abilities and Qualifications

- Ability to collaborate as part of a team.
- Exceptional interpersonal skills.
- Ability to promote equity and inclusion in all actions and decisions.
- Ability to establish and maintain generous, collegial, trust-based working relationships with leadership team, staff and community colleagues.
- Continuous learner with ability to work and research independently.
- Strong analytical and problem-solving skills.
- Ability to act with integrity, professionalism, diplomacy, and confidentiality.
- Fluency in Microsoft Office (Word, Excel, PowerPoint, Outlook) and familiar with the software and tools used in a modern, connected workplace.
- Excellent communication skills, both verbal and written.
- Ability to navigate high pressure situations, successfully resolve conflict and handle multiple tasks and deadlines at once.
- Excellent organizational skills and attention to detail.

Education and Experience

- Bachelor's degree in a related field (ie business administration).
- Five years of relevant management experience in a non-profit organization.
- Demonstrated experience developing and executing strategic and business plans.
- Experience working in a union environment.

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- Financial acumen and experience preparing and monitoring financial plans.
- Demonstrated experience in project management, including capital projects, and competence in contract negotiation and management.
- Experience working in a museum/gallery or art-based non-profit.
- Knowledge of relevant legislation including the Occupational Health and Safety Act and Regulations.

This is a full-time permanent position working approximately 40 hours per week onsite at the Museum. Given the nature of the role, work on evenings and weekends is required.

Compensation

Salary range \$75,000-\$80,000, plus comprehensive health and dental benefits and OMERS pension plan and free on-site parking.

To Apply

Send a cover letter that explains your relevant experience and interest in this position and your CV by email to careers@museumlondon.ca. Please note that only those selected for an interview will be contacted.

Museum London is strongly committed to employment equity and diversity. We welcome all applications from racialized persons/persons of colour including Indigenous peoples, persons with disabilities, persons of all sexual orientations and gender identities, and others who may contribute to the further diversification of ideas. Accommodations for candidates are available on request for all aspects of the selection process.

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About Museum London

At the forks of the Deshkan Zibi / Thames River, Museum London is situated in a place that has been a site of convergence, exchange, and interconnection for thousands of years. Today, in the heart of Southwestern Ontario, Museum London's purpose is to honour and amplify interconnections by activating art and history. Through this work, we create deeper understandings of our past, our communities, our place in the world, and the breadth of possibilities that our shared future holds.

Grounded in our region and its rich cultural, artistic, and historical legacies, we co-create, reflect, and interpret ideas and stories rooted here, share them widely, and bring important artistic knowledge from other places to London to benefit local audiences.

Through exhibitions, our vast collections of art and artifacts, public and school programs for learners of all ages, and memorable special events, we nurture curiosity, creativity, and empathy, build community and shape a more vibrant city.

For further information including our 2023-2027 strategic plan and our most recent annual report visit museumlondon.ca

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