



## Program Manager, Steveston Heritage Sites Job ID: 2023-0062

The City of Richmond is committed to be the most appealing, livable, well-managed community in Canada, a goal that is only made possible by developing our most valuable asset – *our people*. This is a great opportunity to join our team and shape our community. The City of Richmond offers competitive pay programs, comprehensive benefits and attractive incentives. If you are looking to make a difference, and to share our vision “to be the most appealing, livable, and well-managed community in Canada”, then please apply.

### Overview

Reporting to the Manager, Museum and Heritage Services, the Program Manager, Steveston Heritage Sites is responsible for overseeing a number of remarkable places that illustrate Steveston’s rich history and living heritage.

Steveston is a historic fishing village located in the southwest corner of Richmond, BC. Settled by Europeans in the second half of the 1880s, early Steveston supported robust farming, fishing and boatbuilding industries. The City supports the operation of a number of heritage facilities which contribute to preserving and telling the stories of Steveston’s past, including the Britannia Shipyards National Historic Site, London Farm, Steveston Museum, Steveston Tram, and Scotch Pond.

The Program Manager is a subject matter expert, working in collaboration with community groups, to lead the team in operating and presenting these heritage sites. Key responsibilities include ensuring quality visitor experiences, enhancing each site’s offer through interpretive methods, marketing sites to a range of audiences, and retaining the heritage value of these unique places while maintaining and improving infrastructure.

This position plays a leadership role within the Arts, Culture and Heritage Department as part of the management team, and serves as an important representative for the City in the Steveston community.

### Key responsibilities:

- Oversee the development and implementation of heritage site programs, exhibits and other interpretive initiatives.
- Provide leadership, daily management and direction to a team of more than 20 staff on work-flow and priorities; this includes hiring, assigning responsibilities, evaluating performance, coaching, career development and training, mentoring and progressive discipline, as necessary.
- Develop and maintain strategic partnerships and effective working relationships with community organizations (e.g. Britannia Shipyards National Historic Site Society, London Heritage Farm Society, Steveston Historical Society, Steveston Harbour Authority, Steveston Merchants Association, Tourism Richmond, and Scotch Pond Heritage Cooperative).
- Develop and manage operating and capital project budgets and strategically expand revenue generation by developing and implementing business plans and supporting other fund development initiatives.
- Oversee marketing, communications, and public relations activities for Steveston Heritage Sites.
- Develop and negotiate business terms and provide leadership for the ongoing management of contracts and agreements (e.g. society operating agreements, moorage agreements, and caretaker agreements).
- Develop strategic plans and policies and oversee their implementation and monitoring at heritage sites.
- Work in coordination with Facilities and Project Development on infrastructure work, including supporting the development of maintenance requests and Capital Project Submissions.
- Work with the City’s Parks team to maintain and improve outdoor spaces at the heritage sites.
- Work with the Curator of Collections to ensure artefacts at the heritage sites are properly cared for.
- Work with the City’s Film Liaison to support filming at the heritage sites.
- Work with government agencies to ensure sites are operated in a safe and compliant way (e.g. WorkSafe BC, Vancouver Coastal Health, Richmond Fire-Rescue, Department of Fisheries and Oceans, and Transport Canada).
- Maintain and apply knowledge of current cultural sector trends, best practices, community needs, and City priorities.

- Assist in writing reports and memos, responding to Council inquiries, and replying to public inquiries to Mayor and Council.
- Support related City initiatives by assisting other departments with planning, policy development, and regular reporting or data collection.

## Knowledge, Skills & Abilities:

- Excellent people management skills with a proven ability to successfully lead a team.
- Demonstrated written and verbal communications skills including writing plans and reports, public speaking, facilitation, and conflict resolution.
- Excellent decision-making, problem solving and analytical skills.
- Excellent understanding of the principles of heritage interpretation with proven success in producing interpretive programs, exhibits and other initiatives.
- Excellent understanding of the principles of cultural resource management and heritage conservation.
- Excellent interpersonal skills with a passion for collaborating with stakeholders.
- Strong understanding of visitor services including servicing international audiences.
- Understanding of the principles of truth and reconciliation and demonstrated support for diversity, equity and inclusion initiatives.
- Ability to balance multiple priorities and set priorities for concurrent projects.
- Ability to work in a flexible environment and manage multiple deadlines.
- Knowledge of destination development and tourism marketing.
- Knowledge of Canadian history essential. Knowledge of British Columbian history preferred.
- Knowledge of wooden boats and related maritime activities.
- Basic understanding of procurement practices and contracting third parties.
- Basic understanding of marketing principles and audience development.
- Basic understanding of BC Employment Standards and worker safety regulations as related to heritage site operations.

## Qualifications and Experience:

- Bachelors Degree (Bachelor of Arts, Museum Studies, or related area), plus Diploma in Cultural Resource Management or equivalent combination of training and experience.
- Minimum 10 years progressive experience in leading teams, managing cultural programs, and overseeing budgets of significant size and scope. Minimum 5 years management experience in a museum or heritage setting.
- Experience in the following is preferred:
  - Heritage site operation including caring for park spaces
  - Engage and collaborate with stakeholder groups
  - Develop and implement strategic plans and operational policies
  - Manage projects of significant scope and complexity
  - Grant writing and reporting
- Truth and reconciliation training and diversity, equity and inclusion training is an asset.
- Valid Class 5 Driver's Licence for the Province of British Columbia.

## Additional Information:

Location: Britannia Ship Yard

Employee Group: Exempt

Position Status: Regular Full-Time

PCC#: 1240

Pay Band: ML2

Pay Range/Rate: \$89,990 - \$112,488

Hours of Work: Typical hours of work: 8:15am - 5:00pm on a compressed work schedule. Flexible hours is required for evening and weekend work.

Internal Closing Date: 3/26/23

External Closing Date: 3/26/23

Openings: 1

*The City of Richmond is an inclusive employer committed to employment equity objectives and invites application from all qualified individuals. We thank all applicants in advance for their interest; however, only those under consideration will be contacted. Should you be contacted and require some form of accommodation during the recruitment process, please let us know and we will endeavour to meet your needs to the best of our ability. If you are unsuccessful, please accept our appreciation for your interest. No Telephone inquiries, please.*

*This position is restricted to those legally entitled to work in Canada.*