

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT (TOURISM & CULTURE DIVISION – LOCATION – LISTER)

MANAGER OF HERITAGE RESOURCE MANAGEMENT

SUMMARY OF DUTIES:

Reporting to the Director, Tourism and Culture responsible for the operation of the Heritage Resource Management Section, including: the operation of eight (8) museums; preservation, maintenance of city-owned heritage resources (25 major structures and over 100 monument, fountains, plaques and cenotaphs) throughout the city (including long range adaptive re-use planning, maintenance, preservation, capital planning and implementation and, contract management; management and preservation other cultural collections; additional heritage presentation projects throughout the City; and development of city-wide heritage policies. Responsible for recommending policies, preparing business plans and performance measures in developing and evaluating immediate and long-term service delivery strategies for heritage resource management in the City using cultural resource management best practices.

GENERAL DUTIES:

Lead the operations of various museums, historic sites, collections and other heritage services while meeting predetermined revenue, expenditure and service level targets. Responsible for collections and heritage resources owned and managed by the City; collections and resources owned by other external agencies and managed by the City; and, collections and resources owned by the City and managed by external agencies.

Lead the preservation of city owned heritage resources throughout Hamilton including: National Historic Sites, Museums, Heritage Buildings, Cenotaphs and Monuments including property management services such as building maintenance and repair, custodial services, alterations and space allocation as required.

Lead the development, implementation and management of ongoing preventative maintenance, asset management and quality assurance programs and capital planning and capital project work for all buildings and facilities under the ownership of the City of Hamilton under control of the Culture Division.

Manage the preparation of proposals, plans, specifications and cost estimates for operations and maintenance contracts, and capital projects; negotiates and prepares contracts with outside consultants including architects and landscape architects, mechanical, electrical and structural engineers, specialist conservation consultants; reviews proposals, plans and specifications for all engineering and architectural construction, renovation and restoration projects associated with the Culture Division's facilities; provides technical consultation on specific facility and capital project issues as required.

Manage and prepare long range plans and forecasts for operational, maintenance and capital requirements; coordinates capital budget for the Culture Division's infrastructure.

Lead the development, implementation and on-going management of City-wide heritage policies and plans, including built heritage inventories, heritage landscape plans, heritage district plans. Liaise with community, stakeholders and staff of various City Departments on the plan development process.

Ensure that Heritage Resource Management Section units meet or exceed the benchmark standards established by the Ministry of Tourism, Culture and Sport museum and historic site operation including: governance, staff development, collections management, conservation, exhibitions, research, interpretation and education, financial management.

Responsible for the long term cultural resource management of 6 national historic sites designated by the National Historic Site and Monument Board of Canada and the 25 major structures designated as heritage buildings under Part IV of the Ontario Heritage Act.

Lead the provision of best practice public heritage programs for citizens of all ages at city owned and operated sites. Position the Heritage Resource Management Section as a lead resource and advisor in the provision of public heritage programs throughout the city.

Working with other City Departments, units of the Tourism and Culture Division and external agencies and groups, manage the maintenance of the collection inventory and preservation of artifacts, consistent with current trends and technology to the highest professional cultural resource management standards.

Manage development and implementation of a twenty-four hour, seven-day week emergency response system for building emergencies, equipment failures, and occupant safety and security alarms for community recreation facilities.

Manage service contracts for custodial, HVAC, electrical, mechanical, plumbing, security and landscaping; ensures work is in compliance with specifications, regulations and codes.

Review proposals, designs plans and specifications for Tourism and Culture Division buildings under construction, renovation or restoration in consultation with division staff and other corporate divisions/departments, contractors and consultants.

Administer, co-ordinate and direct the ongoing activities within the Section by delegating and assigning work to staff ensuring maximum utilization of human resources and monitoring and evaluating individual staff performance and providing support and guidance for staff development as required.

Administer and monitor the operating and capital budgets for the Section in accordance with established Corporate and Departmental procedures. Fully accountable for ensuring those operations are within budgeted levels (revenue and expenditures) and reporting as required. Recommend future budget appropriations.

Manage development of preventative maintenance programs for Tourism and Culture Division facilities by preparing standards, procedures, schedules and reports for the various facilities and equipment.

Provide leadership and mentoring to supervisors and staff by establishing, measuring and maintaining standards of excellence in service quality, customer satisfaction and the implementation of continuous improvement programs.

Act as Staff technical advisor to the Hamilton Historical Board and the Joint Plaquing Sub-Committee.

Consult and support community groups to promote the development of heritage programming through community development initiatives which identify and mobilize all available community resources.

Liaise with other City Departments and external agencies in the promotion of tourism through heritage programs and special events.

Lead the development, implementation and management of Section goals, objectives, annual business and strategic plans and long range plans consistent with division, department and corporate strategic plans recognizing community needs and availability of resources.

Prepare corporate reports, briefing documents and correspondence for Director, City Council and Committees; performs public relation activities and presentations on behalf of the district and division as required.

Provide support and advice in business and strategic planning to Director of Tourism and Culture and to Heritage Resource Management Section staff. Responsible for the strategic direction and policy planning for the development of innovative delivery of heritage services. Investigate, recommend and implement innovative strategies and alternative service delivery to promote quality services in the most economical manner.

Ensure that the approach to the development, delivery, evaluation and accountability of services reflects sound business practices.

Represent the Section in Labour Relations issues including Labour/Management meetings, negotiations for collective agreements, grievance settlements. Interview and appoint applicants to supervisory and curatorial staff vacancies.

Liaise with City Departments on matters of building and landscape heritage preservation to ensure effective and efficient working relationships in the best interests of the public and the heritage resources.

Be knowledgeable in and ensure compliance with all aspects of local, provincial and federal legislations governing the operation of museums and heritage sites, including contractual obligations to the Ontario Heritage Trust and the Department of Canadian Heritage.

Contribute to the departmental information process by preparing reports and recommendations on heritage matters, participating in meetings, researching and recommending new initiatives and undertakings.

Review and consult on public land acquisition, new site development and redevelopment and retention or disposing of Tourism and Culture Division facility assets.

Represent the Heritage Resource Management Section in communications with media, external and government agencies as required.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS:

1. Extensive curatorial experience normally acquired through the completion of a University Degree in History or related field or equivalent combination of education and relevant work experience.
2. Must possess cultural resource management and/or museological background.
3. Demonstrated ability to effectively manage a multi-disciplinary staff in a results oriented and unionized environment.
4. Strong organizational, planning and facilitation skills with the ability to multitask.
5. Training and demonstrated skills in project management, strategic and operational planning, group facilitation and community development.
6. Strong oral and written communication skills to interact effectively in a political environment, with community groups and staff.
7. Must possess computer literacy, administrative skills, financial planning and budgetary experience.
8. Marketing and research skills.
9. Ability for long term visioning and big picture thinking.
10. Highly developed ability to articulate a vision to lead and inspire others.
11. Ability to proactively implement customer service initiatives.
12. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Section.
13. Computer literacy in electronic mail, Internet, word processing and spreadsheet applications.
14. Excellent negotiation and mediation skills.

15. Ability to work independently and in a team setting.
16. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.