

## New

Ministry

Culture, Multiculturalism, and Status of Women

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Dir, Engagement &amp; Education

Requested Class

Senior Manager (Zone 1)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Heritage, Royal Alberta Museum

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Executive Manager 1

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director of the Royal Alberta Museum and serving as a member of the museum's Executive Team, this senior manager position provides leadership, strategic direction, and operational planning essential to leading RAM's public facing programs and initiatives. As a public museum, RAM is responsible for engaging with various stakeholders, including Indigenous communities, local communities of interest, under-served populations, businesses, the public, and those working in and representing educational institutions. This position will be responsible for forging and sustaining meaningful relationships with diverse stakeholder groups and working with staff across the museum to ensure the continued relevance of RAM's core operations to the visiting public. As the Director leading RAM's Indigenous Engagement portfolio, the incumbent will be responsible for ensuring the museum has a positive and productive relationship with Indigenous stakeholders and community members. As a member of the Executive Team, the incumbent will be involved in setting strategy and making decisions that influence the future direction of engagement and education activities.

The Director of Engagement and Education, and their team, will act as a hub for RAM staff to guide the museum's Indigenous engagement efforts and expand the museum's presence in the larger Alberta community. This new position will increase the RAM's presence and profile in Edmonton and among key groups of interest across the province. Increasing RAM's presence and contributions to the community will

strengthen its reputation and sustainability and ensure that the museum is reaching its full potential at its new facility.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

### Partnerships and Engagement

- Strategic dialogue with external partners, including Indigenous stakeholders to strengthen existing relationships and build new partnerships.
- Develop a strategy and framework for community engagement initiatives at RAM that focuses on building relationships with diverse communities.
- Work across sections with staff to ensure engagement activities are working toward overall museum goals and priorities.
- Lead engagement team in developing strategic priorities for engaging communities and ensuring alignment with curatorial, research, education, and programming activities.
- Represent the museum by participating in sector stakeholder groups related to the museum's priorities.

### Indigenous Engagement

- Provide leadership to RAM's Indigenous Engagement team as related to the care of the museum's Indigenous collections and relationships with community.
- Provide guidance to RAM's Indigenous Engagement team as it relates to fulfilling the TRC's Calls to Actions.
- Act as a liaison with the RAM's Indigenous Advisory Panel and ensure authentic and meaningful connections with communities.
- Work closely with RAM leadership on issues related to repatriation and the development of policies required to further this work.
- Work with the team to provide direction and guidance regarding policy development.

### Stakeholder Engagement

- Work with RAM staff to develop and maintain a robust volunteer program that supports all facets of museum operations.
- Work with RAM staff to ensure RAM contributes to the museum sector through internship and student placement opportunities.
- Provide direction to RAM staff to strengthen relationships with post secondary institutions.
- Represent the needs of external stakeholders at Executive Team meetings to ensure that priorities are aligned.

### Education and Programming

- Provide leadership and direction for the development of education and public programming initiatives at RAM.
- Ensure learning programs are available and accessible to a wide variety of audiences and address not only the existing work of the museum, but also the needs of community members.
- Develop strategies to engage with under-served communities and find avenues through which reciprocal relationships can be developed.

## Problem Solving

Typical problems solved:

The incumbent will be responsible for solving the following types of problems:

- Leads decisions on the museum's work with the Indigenous Advisory Panel and other Indigenous stakeholders.
- Determines best practices for delivering education and public programs based on the financial and human resources available.
- Proposes community engagement initiatives that will broaden and deepen the museum's relationships with key stakeholders and drive investment in the museum.
- Leads projects with diverse staff to identify key audiences that will impact the direction of collecting and interpretation across RAM.

- Represents Engagement and Education at the Executive Team to inform strategic decisions that will influence the future direction of the museum.

Types of guidance available for problem solving:

The Director, Engagement and Education will report to the RAM's Executive Director and sit on the museum's Executive Team which will provide a community of support. They will also have the opportunity work with teams across the institution to ensure initiatives are increasing the perceived value of RAM to the public and other key stakeholders. The Indigenous Advisory Panel will provide guidance and advice to the Director as related to culturally appropriate ways of working with Indigenous communities as related to the museum's work.

Direct or indirect impacts of decisions:

Decisions made by the Director of Engagement and Education will impact RAM's relationships with external and internal stakeholders as well as the direction of all education and public programming provided by the museum. At the Executive Team, the Director's perspective will influence priorities for the museum as a whole. Indirectly, priorities set by the Director could impact the work of other sections, as the work will be interdisciplinary.

### Key Relationships

Major stakeholders and purpose of interactions:

Executive Director - direct report  
Executive Team - strategy and collaboration  
Engagement and Education Staff - program and engagement planning and coordination  
Curatorial Staff - contacts for developing or reviewing new programs  
External stakeholders - program development and outreach initiatives

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Arts	Other	

If other, specify:

Museum Studies, Community Engagement, Indigenous Studies, Public Administration

Job-specific experience, technical competencies, certification and/or training:

- A university degree in museum studies, education, history, science, or similar field and a minimum of six years' experience working in a museum or gallery. (or equivalent).
- Demonstrated success in building successful relationships and partnerships with Indigenous communities and stakeholders.
- Ability to lead a team using a lens of inclusion and empathy that brings disparate groups together.
- Strong understanding of diversity, equity, and inclusion principles as they apply to engaging with community stakeholders.
- Knowledge of current trends and practices in community engagement (preferably in the museum field).
- Knowledge of best practices in museum education and public programming.
- Ability to foster productive, strategic relationships with external and internal partners in which participants are working toward a common goal.
- Strong organizational skills and the ability to manage multiple programs and budgets concurrently.
- Flexible and adaptable with a willingness to lead change initiatives across the museum.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"><li>• Creates impactful relationships with the right people</li><li>• Ensures needs of</li></ul>	- Develops authentic relationships with external stakeholders, including those in Indigenous communities, to inform the development of programs

		<p>varying groups are represented</p> <ul style="list-style-type: none"> <li>• Goes beyond to meet stakeholder needs</li> <li>• Ensures all needs are heard and understood</li> </ul>	<p>and services at the museum.</p> <ul style="list-style-type: none"> <li>- Ability to bring disparate groups of individuals with diverse opinions together to work toward a common goal.</li> <li>- Seeks out partnerships with under-served community groups to determine how the museum can best serve their interests.</li> </ul>
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	<ul style="list-style-type: none"> <li>- Leads a diverse team that collaborates across the museum to increase the value of the museum to the public.</li> <li>- Fosters positive working relationships with staff that encourages creativity and collaboration that will maximize limited resources.</li> <li>- Creates a trusting environment in which staff and partners are comfortable bringing forward ideas and creating new ways for the museum to engage with its varied audiences.</li> </ul>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to make decisions with a great deal of autonomy, particularly in working with external stakeholders</li> <li>- Responds to changing needs of the museum and the community by adapting program offerings and outreach approaches as needed.</li> <li>- Works with internal and external stakeholders transparently, building trust through information sharing and collaboration.</li> <li>- Develops contingency plans for programming and engagement initiatives in anticipation</li> </ul>

			of changing resources and requirements.
Develop Self and Others	○ ○ ○ ● ○	Encourages development and integration of emerging methods: <ul style="list-style-type: none"> <li>• Shapes group learning for team development</li> <li>• Employs emerging methods towards goals</li> <li>• Creates a shared learning environment</li> <li>• Works with individuals to develop personal development plans</li> </ul>	<ul style="list-style-type: none"> <li>- Collaboratively leads teams to develop innovative programs and initiatives for the museum.</li> <li>- Works with Indigenous stakeholders to respectfully incorporate teachings and traditions into museum initiatives.</li> <li>- Develops plans to ensure consistent delivery of programs across the museum.</li> <li>- Incorporates needs of communities with those of the museum to create mutually beneficial partnerships.</li> </ul>

## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

The position is one of four senior managers in the Royal Alberta Museum branch reporting to the Executive Director. The others are 50016088 Director of Business Operations, 50016079 Director of Natural History, 50016377 Director of Visitor Experience.

## Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor / Manager Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Supervisor / Manager Signature

\_\_\_\_\_  
Director / Executive Director Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Director / Executive Director Signature

\_\_\_\_\_  
ADM Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
ADM Signature