



## POSITION SPECIFICATION

**POSITION TITLE:** Chief Operating Officer

**LOCATION:** Victoria, British Columbia

**ABOUT THE  
ROYAL BC MUSEUM**

The Royal British Columbia Museum and Archives (the museum) is a significant provincial and national cultural institution, charged with researching, collecting, preserving and exhibiting the historical evidence of British Columbia. The museum exists to help society understand change. It is an educational institution strengthening society through cultural and scientific understanding, helping to create the society of the future. It is a house of evidence, which is why Indigenous people, their knowledge systems, customs and languages have a special place here.

The museum focuses on three interrelated subject areas: life, society and nature. These three themes all focus on the interaction of people with the environment.

The museum has greatly increased its reach over the past five years in exciting and dynamic ways. It is a vibrant institution with leadership that builds on the past, but which is focused firmly on the future.

**POSITION SCOPE:**

The Chief Operating Officer (COO) is a key contributor to the museum's strongly collaborative executive leadership team and is responsible for overseeing the administrative and operational areas (exclusive of Finance) of the Royal BC Museum.

As a member of the Executive team, the COO is an essential contributor to the fulfillment of the museum's vision, mission and strategic initiatives. The COO is responsible for ensuring the museum fulfills all obligations and reports on activities related to all Memorandums of Understanding.

**Overall**

The COO leads a team of professionals who provide operational service delivery to the entire museum, which welcomes 750,000 on-site visitors and more than 8.5 million visitors to the website each year.

The COO is accountable for the delivery of administrative and operational programs within the museum, including management of the facility (infrastructure and contract resources); security, business continuity and risk management, human resources and volunteer services; information technology and information management; and implementation of business development programs including venue hire. The COO ensures these areas of responsibility are coordinated and acts as a change agent to support the museum's growth.

## POSITION SPECIFICATION

Page 2

### Operational

The COO is responsible for the physical functioning and security of the museum, and the safety of staff, volunteers and on-site visitors (approximately 750,000 people annually). The COO provides oversight and direction on the development and implementation of timely and coordinated business continuity, safety and disaster relief and recovery programs that adhere to national safety standards. The COO is responsible for the integration of museum safety standards with those established by provincial regulations.

The COO is also accountable for on-site business relationships and ensures ongoing leases and agreements are negotiated, up to date, and services are both delivered to and received from on-site partners.

### DELIVERABLES

The Chief Operating Officer will lead in the following areas and initiatives.

1. Representing the museum as the executive member on various internal-to-government partnership committees.
2. Negotiating and overseeing the museum's third-party agreements (venue hire, café, IMAX, Sisters of St. Ann Archives, Glenshiel Housing Society, etc.).
3. Oversight of the management of the museum's property, including management of related property maintenance contracts.
4. Delivery of internal building-related capital projects in accordance with provincial policy, from tendering bids to implementing improvements in order to maintain infrastructure and equipment.
5. Business continuity and emergency planning and response, ensuring safety standards are met and that the safety of visitors, staff and volunteers is assured.
6. Oversight of a full-service Human Resources department, including the provision of pay and benefits; support for the consistent application of performance management across the organization; development and delivery of a strategic HR and succession plan, a volunteer strategic plan and union/labour relations support to management as required.
7. Oversight of the museum's strategic plan for information technology, including management of the museum's IT/IM infrastructure, contract support desk and project service delivery arrangement.
8. Building relationships within BC government and outside business and museum organizations to further the reputation of the museum as a leader.

## POSITION SPECIFICATION

Page 3

9. Development and implementation of the diversity and inclusion plan to ensure that staff, volunteers and visitors have equitable opportunity and access to the collections and that we are enriched by our diversity.

### SKILLS AND EXPERIENCE:

The ideal candidate for this position is a highly creative visionary thinker with significant leadership experience in government and/or operations in a museum or major cultural not-for-profit setting, with a specific general management background and knowledge in property management, business continuity and security, human resources, capital projects, contract management and information technology.

This individual has played a senior leadership role in a large and diverse department, has significant business acumen and has extensive operational management experience. Ideally, the candidate will also have had exposure to IT in a business setting and will understand the importance of technology in delivering services to the public.

The successful candidate will be able to manage a broad and complex scope of work with many functions, stakeholders and interests. This person will demonstrate superior problem-solving experience and skills, sound judgment, strategic thinking and the ability to negotiate.

An effective communicator and collaborator, the ideal candidate provides and encourages open, effective and positive communication among employees, demonstrating excellent written and spoken English.

This person is:

- An adept multitasker able to maintain a positive disposition under stress, willing to travel and work evenings as required.
- Adaptable to business demands, with demonstrated problem-solving ability.
- An example of strong work ethic, combined with a creative, innovative and entrepreneurial attitude.
- Possessed of a high level of integrity, focus and commitment.
- Able to think critically and strategically.
- An excellent listener and strategist; a tactful diplomat comfortable receiving input from diverse internal and external sources; able to analyze and formulate disparate information into

## POSITION SPECIFICATION

Page 4

sound, well-organized plans.

- An individual who is straightforward, shares information easily, listens and gives advice, and respects the ability of others, with the ability to build strong relationships anchored in trust and integrity.

### EXECUTIVE LEADERSHIP COMPETENCIES

It is expected that all Executive leadership at the Royal BC Museum will demonstrate the following competencies through their actions, decision-making and communication activities, while motivating staff to peak performance.

#### Vision and Goal-Setting

Vision and goal-setting involves knowledge and skills in establishing official and operational goals for the organization and establishing a system of measuring the effectiveness of goal attainment.

#### Promoting Empowerment

Promoting empowerment involves knowledge and skills in using processes such as delegation and information-sharing to enhance subordinate ownership and empowerment over their tasks and performance.

#### Creating and Managing Change

Creating and managing change involves knowledge and skill to set direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.

#### Solving Problems Creatively

Solving problems creatively involves knowledge and skills in fostering creative problem-solving in the organization through critical reflection, problem analysis, risk assessment and rewarding innovation.

#### Building Strategic Alliances

Building strategic alliances involves knowledge and skills to engage in internal and external stakeholder analysis and to negotiate agreements and alliances based on a full understanding of power and politics.

Please note: The museum is under-represented by Indigenous staff members. Applications from Indigenous professionals will be particularly welcome.