

Cothrom Cosnaidh | Employment Opportunity
Stiùiriche Cùisean Luchd-céilidh | Visitor Experience Manager
Baile nan Gàidheal | Highland Village

About Us

Help lead Baile nan Gàidheal | Highland Village into an exciting new phase of development and programming!

Baile nan Gàidheal | Highland Village is an outdoor living history museum and Gaelic folklife centre that illustrates the story, culture and identity of Nova Scotia Gaels. The Village is located on a stunning 43-acre property overlooking the majestic Bras d'Or Lake in Iona, Nova Scotia. The community is located in the centre of Cape Breton Island, almost completely surrounded by the Bras d'Or Lake – a UNESCO Biosphere Region and Canada's Only Inland Sea.

The Highland Village visitor experience begins in the newly constructed, 7,700 sq ft, state of the art Visitor Centre. The Visitor Centre houses exhibits, administrative offices and boardroom, an archives and research centre, a gift shop, and a performance/meeting area. In addition to the Visitor Centre, the Highland Village houses twelve period buildings in total. Each of these historic buildings represents a period in time interpreted by costumed animators that celebrate the language, craft and culture of Nova Scotia Gaels through time.

The Vision of the Highland Village Museum is to be the leading Gaelic folklife centre, recognized in Nova Scotia, nationally and internationally as an essential institution for continuing development and representation of a vital and sustainable Gaelic community. Our mission is to grow as a Gaelic folklife centre that bilingually nurtures, communicates and celebrates the heritage and cultural identity of Nova Scotia's Gaelic community.

Baile nan Gàidheal | Highland Village is a part of the Nova Scotia Museum, the family of provincial museums, and is operated locally by Comunn Baile nan Gàidheal (The Nova Scotia Highland Village Society), a registered charity.

About Our Opportunity

Reporting to the Executive Director, the Visitor Experience Manager collaborates in a team setting to provide leadership in the planning, implementation, administration, communication, and evaluation of authentic, dynamic and engaging programs that provide a meaningful on-site visitor experience and enhance understanding of Gaelic language, culture and heritage, through the medium of the first-person animation, living history/folklife demonstrations, and other relevant programs.

Primary Accountabilities

- Develop and oversee daily first-person animation.
- Implement the Accessibility Program with the Multi-Passenger Vehicle.
- Launch and manage the Food Services Program at the new Welcome Centre.
- Respond to inquiries from staff, the public, and other organizations.
- Collaborate on creating and presenting Gaelic language and cultural messages.

- Monitor and analyze visitor feedback and trends.
- Plan, deliver, and evaluate special programs and events, including cruises, workshops, and school programs.
- Develop and manage the annual program calendar.
- Lead projects and partnership initiatives for program development.
- Support and supervise Visitor Centre staff.
- Assist with performance management, including goal setting and evaluations.
- Participate in hiring processes and recommend staffing decisions.
- Identify and address training and professional development needs.
- Operate within department budget parameters and follow NS Highland Village Society financial policies.
- Assist with budgeting and prepare funding proposals.
- Ensure cost-effective purchasing and asset management within department.
- Assist with the development and implementation of the museum's social media plan.
- Collaborate on marketing strategies and communications, including social media and press releases.
- Prepare reports on visitation, animation, and social media analytics.
- Maintain positive relationships with stakeholders.

6. Other Duties

- Adhere to Occupational Health & Safety and other policies.
- Participate in training and professional development, including Gaelic language training.
- Demonstrate enthusiasm for the museum's vision.

Qualifications & Experience

- 5+ years previous museum experience in a related position.
- Degree in history, museum studies, education, tourism, or related field.
- Gaelic language skills are an asset.
- Strong customer service and leadership skills.
- Organizational and project management experience.
- Knowledge of Nova Scotia Gaelic culture and material culture.
- Ability to work collaboratively and manage human resources effectively.
- Experience with gift shop management and social media is beneficial.
- Strong communication skills, both verbal and written.
- Proficiency in computer software (e.g., Microsoft Office, CANVA, Adobe Creative Suite).
- WHMIS certification is an asset.
- Clean criminal records check required before hiring and every five years.

Working Conditions

- Mixed administrative and supervisory work, with hands-on involvement.
- Requires travel for outreach programs.
- Evening and weekend work required, specifically during the busy summer season.
- Involves hosting visitors, receptions, and meetings regularly.

Salary Range \$2,590.40 – \$3,148.80 Bi-Weekly

Benefits

The following benefits are available: Health, Dental, Life Insurance, Critical Illness, Long Term Disability, Vacation, Group RRSP and Employee Assistance Program.

Employment Equity Statement

Our goal is to be a diverse workforce that is inclusive and representative, at all job levels, of the communities we serve. We welcome applications from all equity groups. If you are a member of an equity group, please self-identify on your electronic application.

How to Apply

Only electronic applications will be accepted.

To apply, send a resume and cover letter to Melissa Blunden, Executive Director, Baile nan Gàidheal at melissa.blunden@novascotia.ca

Please ensure you demonstrate in your application how you meet the above qualifications.

Applications must be received by end of day on Friday, June 28, 2024.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Full job description available by request – please email melissa.blunden@novascotia.ca