

## Visitor Experience Manager

**Position Summary:** The Visitor Experience Manager is a key leadership role responsible for exceptional visitor experiences and high-quality programming across all public-facing areas of the museum, including public programs, birthday parties, day camps, and the front-line visitor experience. Working with the Director of Exhibits and Visitor Experience, and the Visitor Experience Coordinator, this role leads a team of approximately 25 part-time Visitor Experience Facilitators and collaborates across departments to ensure programming is innovative, inclusive, and aligned with our mission. The ideal candidate is an energetic leader with a passion for family learning, strong organizational skills, and a talent for motivating teams. Our new team member will identify with and exemplify our organizational values which are: **Listen Closely, Stay Curious, Be Awesome, Be Helpful, Dream Big, Include Everyone, and Have Fun.**

**Position:** Permanent, full-time position at 37.5 hours/week; primarily daytime Monday-Friday; one weekend day per month, occasional additional evening and weekend work as required

**Reports to:** Director of Exhibits & Visitor Experience

### Key Responsibilities:

#### Public Programs

- Work with the Visitor Experience Coordinator to ensure all public programs meet high standards and align with the London Children's Museum [Statement of Pedagogy](#).
- Collaborate with staff to develop content for children aged 0–10 and their caregivers, thoughtfully executed to inspire curiosity, creativity, and meaningful learning.
- Oversee programming that reflects the quality of a state-of-the-art educational and cultural institution.
- Create experiences that engage families of diverse ages, abilities, interests, and backgrounds, ensuring accessibility and belonging for all.
- Oversee the purchasing and receiving of public programming supplies.
- Monitor program effectiveness and make data-informed improvements based on feedback and performance indicators.

#### People Leadership

- Lead, manage, and motivate the Visitor Experience team (approximately 20 part-time staff), including hiring, training, coaching, and scheduling.
- Create a positive, inclusive, and empowering work environment that supports team growth and development.
- Ensure adequate staffing levels and exceptional visitor service.



### Birthday Parties

- Work closely with the Visitor Experience Coordinator and Visitor Experience Facilitators to ensure birthday parties programs are designed and delivered to a high standard.
- Oversee the purchasing and receiving of birthday party supplies.
- Monitor feedback and make data and customer-informed improvements.

### Day Camp

- Work closely with the Education & Day Camp Coordinator to ensure PA day and summer day camps are high-quality, safe, engaging, and well organized.
- Support implementation of camp policies, procedures, staff training, and safety standards.
- Participate in camp planning and evaluation to support continuous improvement.

### Strategic Leadership

- Contribute to the strategic planning and development of museum programs and visitor experience.
- Monitor and report on key metrics related to visitor experience and programming.
- Assist in the management, oversight, and tracking of departmental budgets.

### Skills & Requirements:

- 5+ years of experience in a similar leadership or management role, preferably in a museum, cultural, education, or visitor/child-focused setting.
- Proven experience in staff management, scheduling, training, and performance development.
- Strong background in program development, public engagement, or event coordination.
- Experience working with children and families in an educational or recreational setting.
- Excellent interpersonal, communication, and organizational skills.
- Ability to lead with empathy, foster a team culture, and uphold high standards of customer service.
- Current First Aid & CPR certification (or willingness to obtain).
- Vulnerable Sector Police Check required.

**Compensation:** \$53,000-\$58,000+ annual salary plus comprehensive health benefits package

**Apply:** Please submit your cover letter and resume to [recruitment@londonchildrensmuseum.ca](mailto:recruitment@londonchildrensmuseum.ca) by 11:59 pm on October 1, 2025.

*The London Children's Museum is committed to creating inclusive employment practices and work environments that celebrate the dignity and uniqueness of every individual. Every effort is made to reduce accessibility barriers during the candidate recruitment and selection process. Accommodations are available during every step of the hiring process.*