



Position Title: Director, Programs & Visitor Experience

Reports To: Executive Director

Status: Full-time

Closing Date: October 1, 2025

About the Museum

The Lougheed House is a local, provincial, and national historic site owned by the Province of Alberta and The City of Calgary. Operated by the Lougheed House Conservation Society, this historic site is a museum, public park, and venue for programming and events that engage the community.

We are seeking a collaborative, strategic, and visionary leader to join our senior management team as Director, Programs & Visitor Experience. This role provides oversight for public programming, education, visitor services, exhibitions, volunteers, and community engagement.

The ideal candidate will be a people-first leader who values the unique role of public sites. They are creative and able to see the big picture while efficiently managing details, inspiring through ideas while also rolling up their sleeves to ensure plans are carried out effectively. The successful candidate will be committed to building meaningful connections with audiences and communities, driving both the mission and sustainability of Lougheed House.

Key Responsibilities

Leadership & Management

- Provide leadership and direction to staff across the areas of Visitor Experience, Programs, Exhibitions & Curatorial, Volunteers, and Community Engagement.
- Recruit, supervise, and mentor staff; foster a collaborative, positive, and people-centered workplace culture.
- Create short- and long-term departmental goals aligned with organizational strategy.
- Manage departmental budgets, monitor expenditures, and make recommendations to the Executive Director on budgetary needs.
- Work collaboratively with the Head Gardener and volunteers to align site care and placemaking initiatives.
- Collaborating with Lougheed House staff to pursue grants and philanthropic donations.

Visitor Services & Experience

- Oversee all visitor services and amenities, ensuring an outstanding and welcoming guest experience.
- Develop and implement a framework for assessing and improving the visitor experience, using data-driven strategies to increase attendance, revenue, and satisfaction.
- Maintain and analyze audience statistics to guide outreach and engagement efforts.
- Coordinate front-of-house operations, retail/gift shop strategy, and customer service standards.

Programs, Exhibitions, Archive and Collections

- Lead the creation, implementation, and evaluation of public programs, exhibitions, and interpretive strategies.
- Ensure programs reflect both the organization's strategic priorities and the needs of diverse audiences.
- Partner with Communications staff to align marketing, social media, and public engagement initiatives.
- Support team in ongoing management of Lougheed House's Collections & Archive.
- Knowledge of historic sites, museums, collections, and archives is an asset.

Education Programs

- Lead the creation, implementation, and evaluation of education programs, including alignment to curriculum and promotion.
- Provide leadership for K-12 and lifelong learning initiatives, ensuring programs are accessible, inclusive, and community-centered.
- Partner with Communications to align marketing, social media, and education initiatives.

Community Engagement & Partnerships

- Act as a senior representative of Lougheed House at internal and external meetings, events, and media interviews.
- Build and sustain relationships with local, provincial, and national museums, heritage sites, community organizations, and cultural partners.

- Develop strategies to strengthen existing partnerships and create new collaborations that expand reach and relevance.
 - Support a robust volunteer program that engages and empowers community members.
 - Support the Community and Public Engagement Committee of the Lougheed House Conservation Society Board.
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Qualifications & Skills

- Degree in Social Sciences, Humanities, Arts, or a related field.
- Minimum 3–5 years progressive leadership experience ideally in arts and culture organizations or not-for-profits, including staff supervision and budget management.
- Strong knowledge of trends and best practices in exhibitions, public programs, community engagement, and visitor experience.
- Proven ability to develop and manage multiple budgets, programs, and projects simultaneously.
- Excellent communication skills (written, verbal, and public speaking); comfortable engaging with media, partners, and diverse communities.
- Strong interpersonal skills; collaborative and solutions-oriented, with a positive and flexible leadership style.
- Proficiency in Microsoft Office including SharePoint; experience with CiviCRM, Stripe, Square, or / and PastPerfect an asset.
- Ability to work evenings and weekends as required for programs, events, and partnership activities.
- Previous experience working with government partners considered an asset.
- Previous experience serving on a board or liaising with board members an asset.

Physical requirements:

- Ability to stand for long periods of time
- Ability to sit for long periods of time.
- Repetitive motion of computer use.
- Periodically lift objects weighing up to 20 pounds.
- Occasionally stoop, kneel, or crouch.



To Apply:

Send cover letter and resume via email to hr@lougheedhouse.com with “Director, Programs and Visitor Experience” as the subject. Ensure your application materials include your name and the position title in file names. All candidates will be required to undergo a security clearance check.

Lougheed House is a Victorian home built in 1891. Restoration efforts involved making spaces accessible, however workspaces and offices are not accessible for all. We endeavour to make appropriate accommodations when possible.

Lougheed House is located on the traditional territory of the Blackfoot Confederacy (Kainai, Piikani, and Siksika First Nations) as well as the territories of the Tsuut’ina and Îyâxe Nakoda (Bears paw, Chiniki, and Goodstoney) First Nations. Calgary is also home to the of the Battle River Territory Elbow River and Nose Hill Districts of the Otipemisiwak Métis Government.

For more information on our Vision, Mission, Values and the current work of Lougheed House, you are encouraged to review the [Lougheed House Strategic Plan](#).