



Improv Theatre Sydney (ITS) is experiencing a period of growth, and as a result, ITS is on the lookout for a General Manager to work alongside our incoming Artistic Director. We're seeking someone who can be the back end 'doer' that makes sure the unseen parts of what make this organisation run well are in good shape. We're on the lookout for someone who can fill this role across the week over 16 hours, with scope to grow the opportunity as the organisation evolves.

Improv Theatre Sydney is a creative, inclusive and world-class school for students of improvisation. We are also Sydney's dedicated Improv theatre. ITS endeavours to evolve and be recognised as the Home of Improv in Sydney and a leader in the improv community globally. We are an emerging collaborative hub for international improv in the Southern Hemisphere. We want you to contribute to the vision and mission, and do your part to be Australia's premier institution for improv, stand up and sketch classes and shows.

The General Manager is being recruited alongside the replacement Artistic Director role. The AD and GM are expected to work collaboratively, with the General Manager's remit to cover finance, management and governance. The Artistic Director's remit and responsibility covers venue programming, artistic relationships and establishing strategic direction of ITS. The General Manager and Artistic Director are specifically required to collaborate with respect to organisational sustainability and strategy, and therefore a key performance indicator is for the two to develop a well-oiled and productive relationship.

Who are we looking for to fill this role?

You're a thinker, and a doer. You're inclined to share big ideas, and you love executing and developing those ideas into reality.

And, you're a leader. Either learned or developed, you have the ability to lead both our business and the community, and you are excited about growing both.

You're patient. You understand that change and growth are underway; you understand that changes will require embedding new practices of management, and you're mindful this may not always be smooth.

You may not be a performer, but you're creative. You are confident in your practice as an operator, and you take a creative approach to solving problems and future planning.

You move decisively towards organisational goals. You're equal parts creative and leader, and you have no hesitation sharing and executing a big vision working closely with our AD.

You're flexible. Although you may have some kind of creative "hunch," the future may unfold in an unpredictable way (hello, pandemic.) Developing an adjustable approach to any situation is one of the things that will make you our ideal GM.

Connection to purpose. You are motivated by a desire to drive positive impact through our work at ITS, and promoting and amplifying diverse voices in the performance community.

You know that fart jokes are actually very funny.

What you can expect to be doing in the role:

You can look forward to supporting the management, especially our AD in managing the day to day operations. Expect the role to evolve over time. Opportunities for the GM are yet to be defined as the strategy is being re-defined around our new AD. Your role will be to work in the background to achieve the Mission of Improv Theatre Sydney which entails:

Support the 'back end' of the ITS school

- Manage the communications and staff scheduling around cancellations/rescheduling
- Admin the student inbox which may include:
 - Absences and class changes
 - Student complaints
 - Student enquiries for new terms, term dates, possible absences
 - Registration emails
 - Change of registration, deferment, cancellation, refunds
 - Document absences, promotions and student performance outcomes
- Create and manage outreach and communications as related to the ITS school:
 - Announce new term dates
 - Update class descriptions
 - Manage the FAQ section of the website and update all policies on a rolling basis
- Manage feedback form for students alongside AD

People Operations

- Support the AD in the people operations of the theatre and ITS school
- Admin recruitment and onboarding of staff and faculty
- Issue and manage contracts with staff, contractors, and other parties as needed
- Manage areas related to OH&S, access, compliance, work cover & insurance policies
- Manager and document internal policies, procedural documentation
- Manage availability changes, staff absence and sickness

(Interim) Student Welfare

- Complaints and incident reporting
- Staff and student consultations
- Report and document management plans as needed

Theatre Operations

- Manage communications and policies re: cancellations, refunds, credit
- Support finance operations, deliver reports where appropriate
- Support performances or events as needed

Marketing, Outreach and External Programming

- Work with AD to develop audience engagement and student engagement strategies
- Market/sell corporate programming
 - Calling potential customers, pitching and selling programme

- Programme tailoring and editing based on feedback
- Support ITS schools programming
 - Calling/pitching to potential customers
 - Staff scheduling and introductions to customers

Finance Operations

- Work closely with AD and financial rep to manage and report financial position against budgets
- Invoicing and payments processing

The General Manager may occasionally be asked to take on additional duties not specific to the role, including but not limited to DA management, reports, site/facilities management.

Your resume/CV should demonstrate:

(note: This is the first non-creative role that ITS is recruiting, so we're hoping to fill some gaps within our current management team. It's not expected that you tick every box. If you're passionate about the opportunity, we want to hear from you regardless.)

- Tertiary education in management, business administration **or min 5 years experience in lieu of qualifications**
- Excellent communication, community building, analytical, and leadership skills
- Min of 4 years experience creating, managing and improving systems
- Knowledge of/experience with fundraising, grant writing, and working within a community
- Familiarity and fluency working with business technology: Xero, MS office suite, Survey Monkey, MailChimp, Client Management Systems, Event Espresso, Wordpress
- Experience in operations, administrative or front of house with an education or arts organisation is preferred.
- Knowledge of/experience with improvisation or comedy/sketch/acting schools is a plus
- Familiarity with the Sydney/NSW/Australian improv/theatre/comedy community is desirable but not essential.

Helpful stuff to know if you apply with us:

We hope you can start soon at 16 hours a week, scaling to ~20 hours a week during ITS school term launch as needed. The hours of the role are flexible, we're looking to see outcomes over time spent at a desk. This is a hands on rolls-up-the-sleeves role complimented by artistic and thought leadership. We're a community of 24 faculty teachers, an active board of directors, and a handful of bloody talented and really fun collaborators and supporters. Some weekends and evenings will be required, as it is the nature of the performance world. Pay to commensurate with experience.

Improv is participatory and at its best should reflect a diverse community of practice. We strongly encourage people of Aboriginal and/or Torres Strait Islander backgrounds and applicants from culturally and linguistically diverse backgrounds to apply.

We know that everyone is unique and experiences job applications differently. At ITS we are committed to making reasonable adjustments to provide a positive, barrier free recruitment process – at the end of the day, we don't want anything getting in the way of us getting to know you a bit better. If you would like to

further personalise your application journey or if you have specific support or access requirements, please email us at info@improvtheatresydney.com.au

International applicants: in this unpredictable time, we can't guarantee that we can support international candidates, but if you're excited about what you've read so far, we definitely want to hear from you.

Application instructions:

We're so pleased you made it to this part of the document!

TO APPLY: Please e-mail managers@improvtheatresydney.com.au

- Cover letter highlighting your experience.
- We're creatives, so we love visual demonstrations of your abilities/achievements. Please consider attaching/linking us to an intro video. Don't be shy, you know we'll love ya.
- Procrastinators take note: We will be reviewing applications on a rolling basis, so get in touch now if you're keen. **Applications close midnight July 31st.**
- No phone calls please, however, you can direct questions to info@improvtheatresydney.com.au