



**Improv Theatre Sydney (ITS) is a creative, inclusive and world-class school for students of improvisation. We are also Sydney’s first 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. The successful applicant will contribute to the vision and mission, and do their part to be Australia’s premier institution for improv classes and shows.**

ITS has undergone significant growth and now boasts an annual intake of over one thousand students and over twenty casual staff. Consequently, our staff must be able to accommodate and respond to the constantly shifting demands and challenges that coincide with managing people and events. The ideal candidate will have exceptional interpersonal and communication skills, be highly organised, and expert in prioritising time and workload of self and others

The successful applicant will be a motivated and dynamic leader wishing to join the team at Improv Theatre Sydney with a focus on high performance and excellence, leading and managing a faculty, administrating large numbers of students and overseeing the robust curriculum of improvisation, sketch and stand-up comedy. As the management team continues to grow, the successful applicant will also be responsible for increasing responsibility and leadership of the management team.

The General Manager, Curriculum Director will be outcomes focussed and work with the ITS Board of Directors to promote a culture of accountability, collaboration and progressive innovation. The successful applicant will be a self-sufficient operator, able to work under their own direction while reporting regularly to the Managing Director and Board.

ITS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

## ***Who are we looking for to fill this role? Selection Criteria.***

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

***You're self sufficient.*** This is the first time ITS has had a full time position, which means a lot of your hours you'll be the only person in the (home) office. You're good at working alone, able to self-motivate and hold yourself accountable.

***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.

## ***What you can expect to be doing in the role:***

You'll be responsible for managing the day to day operations that form the bulk of our business and overseeing the management team as it continues to grow. Expect the role to evolve over time. You will report weekly to the Managing Director who will help you facilitate your projects and who may give specific directives from the Board of Directors, with whom you will also be in contact. Your role will be to work in the background to achieve the mission of Improv Theatre Sydney which entails:

### **Act as organisational head of ITS school**

- Manage term dates and programming (4/5 terms per year)
- Curriculum: annual curricula reviews, auditing, staff feedback
- Show programming (ITS Grad Shows, Level 6 performances)
- Lead and or organise auditions
- Taster programming management (our outreach and recruitment programming)

### **Oversee our youth/schools programming**

- Work with the schools advisory team
- Develop and manage ITS Smackdown programme 2023
- Facilitate monthly/bi-monthly meeting with schools advisory group
- Manage after schools workshops 2023
- Manage school holiday programme 2023
- Oversee private lessons
- Facilitate schools incursions: programming, staff scheduling and introductions

### **Act as the face and voice of ITS for external workshops, performers and shows**

- Serve as contact for all external performance requests

- Review and negotiate all proposals, programming
- Allocate appropriate staffing for shows

### **Administrate 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 forms for students
- (From 2023) Oversee the House Teams Programme

### **People Operations**

- Manage 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

### **Marketing, Outreach and External Programming**

- Work with our Socials Director to develop audience engagement and student engagement strategies
- Support ITS schools programming
  - Calling/pitching to potential customers
  - Staff scheduling and introductions to customers

### **Corporate Workshops**

- Market/sell corporate programming
  - Calling potential customers, pitching and selling programme
- Programme tailoring and editing based on feedback
- Staffing of corporate workshops

### **Finance Operations**

- Work closely with the MD and to manage and report financial position against budgets
- Apply for grants under the guidance of the MD
- Invoicing and payments processing

### **Reporting**

- Report directly to the MD who will be appointed annually by the Board of Directors on a rotating basis
- Prepare quarterly reports for the Board of Directors and Annually attend a meeting with the board for end of Financial Year review
- Prepare monthly reports for Staff detailing the goings on of the school and outlining future programmes

### **Act as management head and the face of the ITS community**

- Engage in sound stakeholder management practices, brokering collaborative relationships and exploring opportunities to expand the ITS mission and vision
- Oversee strategic relations
- Express ideas that embody the ethos of ITS, honouring the Code of Conduct
- Live, create, and grow this small but ambitious theatre

### **(Interim) Manage ITS Show Programming**

- Schedule Friday and Saturday (Saturdays from 2023) shows at ITS
- Oversee staffing for shows
- Oversee and/or manage ITS Birthday Festival (annual Oct/Nov)

### **(Interim) Student Welfare**

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

### **(Interim) Theatre Operations**

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

### **(Interim) Shape and deliver our ITS shows**

- Oversee programming (except for ITS Big House)
- Selection of acts, show details, show deals
- Adherence to ITS Casting Guidelines
- This will become larger role once theatre is open

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 a largely 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 24 hours a week, scaling to 32 hours a week in October 2022 and finally to permanent in July 2023. Regarding the shift to permanency, it is hoped this change may be facilitated earlier, depending on scheduling of classes for 2023. We expect that the permanent role can be organised as a 4 day working week. 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 over 20 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](mailto: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 [info@improvtheatresydney.com.au](mailto:info@improvtheatresydney.com.au)**

- Cover letter highlighting your experience.
- No more than 3 pages outlining your ability/experience in relation to the above listed position expectations
- Curriculum Vitae
- Details of two references
- Procrastinators take note: We will be reviewing applications on a rolling basis, so get in touch now if you're keen. **Applications close 5pm on July 15th.**
- No phone calls please, however, you can direct questions to [info@improvtheatresydney.com.au](mailto:info@improvtheatresydney.com.au)