



ITS External Services Coordinator

March 2024

Improv Theatre Sydney (ITS) is on the lookout for an External Services Coordinator to help run our corporate, schools and coaching programs. We're looking for someone to fill this role on a permanent part-time basis with scope to grow as the business evolves.

Improv Theatre Sydney is a creative, inclusive and world-class school for students of improvisation. We are Sydney's only dedicated improv theatre. ITS has become the home of Improv in Sydney and an emerging collaborative hub for international improv in the southern hemisphere. We want you to contribute to our vision, help us continue to thrive, reach new audiences, players and communities, hear new voices, see new faces, tell new stories. We want to raise all voices through the arts of improv, stand-up and sketch comedy.

We're looking for someone who may call themselves a generalist, and isn't shy to take on new challenges and identify ways of improving the way we're working with our broader improv and comedy & theatre arts community.

Who are we looking for to fill this role?

- You're an organisation wizard. You are always on top of things, and can keep track of multiple tasks at the same time.
- You're a top communicator. You know how to wrangle and make sure everyone is where they need to be and doing what they need to do.
- You know how to talk improv to people who may not be familiar with it. Corporate and schools clients aren't gonna know what a Harold is, but they're going to want to know how improv can help them better their teams, and you'll be the one to translate that.
- You are a bit of a sales slick. You don't need to be super sale-sy, but there is an element of pitching and trying to get deals over the line.
- You may not be a performer, but you're creative. You are confident in what you do, and you take an open minded approach to solving problems.
- You are able to work autonomously. You can take on a list of to-do's and smash out those tasks without being monitored or followed closely. We can count on you to get s#!+ done.

- You're flexible. Although you may have some kind of creative "hunch," the future may unfold in an unpredictable way (hello, pandemic.) Being flexible to adjust to any situation is one of the things that will make you a great fit with our team.
- 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.

External Services Coordinator Tasks

- Receiving and responding to corporate and schools workshop enquiries from potential clients
- Creating tailored proposals and presenting them to clients in a pitch session, either in person or online.
- Securing workshop sales and coordinating teachers, including venue and travel arrangements if required.
- Facilitating payment and follow up reviews with the client post workshop.
- Tracking all sales and marketing data.
- Managing additional workshops and coaching requests.
- Working on expansion projects, including:
 - Reviving ITS school holiday workshops
 - Creating an afterschool class program for under-18s
 - Creating an outbound corporate strategy to turn our corporate service from reactive to proactive.

As a member of a small (but mighty) team, you should expect that from time to time, we all come together to do things outside of the scope of our written job descriptions, which for you may include staffing shows or events or coordinating outreach.

Your resume/CV should demonstrate:

(note: It's not expected that you tick every box. If you're passionate about the opportunity, we want to hear from you.)

- Experience working in an administrative role, particularly in a customer-facing position. Bonus if it's with an arts or theatre organisation.
- Some experience either working in or with corporate companies, as it's a different world to our usual arts industry. You'll need to be confident in pitching and presenting sales, and we also hope to increase this offering to include an outbound sales strategy. We'll be looking for people with experience in sales and who understand improv and the benefits of play for a corporate team.
- Excellent communication skills.
- Very high organisation skills, with experience in coordinating multiple people in multiple locations and events.
- A passion for improvement and meaningful community engagement.

- Strong digital literacy - excellent knowledge of/experience with Google suite. Experience with back-end Wordpress, Xero and Stripe not essential but 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 that you can start as soon as possible at 1 day (8 hours) per week. These hours can be worked over a couple of days if needed. There is scope to increase these hours if the extension projects are successful.
- We are looking for a can-do attitude above all else, and we can work with you to make this role work around your studies, family commitments or other employment. Some weekends and evenings should be expected, as it is the nature of the performance world.
- Pay to be discussed, and to commensurate with experience. You also have the benefit of a free class per term, free rehearsal room hire and free admission to our shows, plus opportunities to attend external events for free as part of your role.
- This role will mainly work from home, but will require some duties to be worked at the ITS space in Redfern.
- The role will be permanent part-time, with set hours per week, meaning you will accrue leave.

To apply:

Send us your resume/CV and cover letter highlighting your experience. Please consider attaching/linking us to a portfolio, a show reel and or 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.

Direct your application ASAP to emily@improvtheatresydney.com.au

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.

