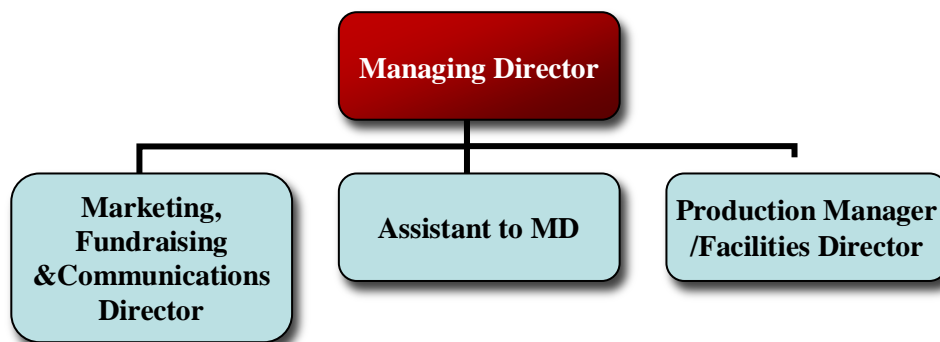


POSITION DESCRIPTION - Managing Director

The Managing Director (MD) is the Chief Administrative Officer of the Ottawa Little Theatre, and has full responsibility and accountability for the operations and administration of the theatre. The MD is the “face” and “voice” of the theatre to the staff, volunteers and the theatre’s members. The MD works with the Board of Directors and teams of volunteers, and is responsible for the consistent achievement of the mission and financial objectives established by the Board.

Organization Position



Goals and Objectives

1. Provide leadership for the OLT to realize its vision and mission as a vibrant theatre that is an integral part of the community.
2. Develop and implement results-based strategic, organizational, financial and program planning to achieve the OLT’s vision and mission in line with the directions and trends in the theatre locally, provincially and nationally.
3. Effectively manage the theatre, including its staff, with a focus on customer services, (including to theatre patrons, learning program participants and rental customers) and volunteer participation.
4. Support and encourage volunteer participation in all OLT activities.
5. Facilitate the ongoing artistic development of OLT’s productions, volunteers and staff.
6. Manage the promotion of the OLT to broaden its profile in the community.

Principle Duties - under the general direction of the Board of Directors

- manage operations and staff
 - manage the theatre’s day-to-day activities - administrative, technical, financial, customer relations, public relations and human resource practices/activities
 - manage human resources (both paid staff and volunteers), determining positions and hours required, implementing current HR practices and procedures - well-developed job descriptions and regular performance management, appropriate training, and succession planning and management

POSITION DESCRIPTION - Managing Director

- update box office and FOH staff and volunteer schedules ensuring sufficient customer service staff are available for all OLT and rental activities
- monitor
 - quality of customer services being delivered and develop plans to improve services as required
 - and control all OLT financial functions and ensure appropriate reporting and auditability
 - and report periodically/annually on plans - projects, activities, budgets and finances
 - and improve, all office systems, procedures and practices
 - attend all Board meetings, and committee meetings as required, as an ex officio member and provide appropriate follow-up support
- communicate
 - monitor communications strategy and plans
 - ensure the best possible public/patron relations activities and functions
 - provide operational leadership, guidance and appropriate support to the Board of Directors
- outreach
 - optimize the use of the theatre facilities
 - optimize revenue potential of the theatre facilities

Decision Making

- the MD has the full trust of the Board, upon approval of strategic and business plans, to modify and adjust activities as necessary to meet stated goals and objectives
- the MD is responsible and accountable for all operational decisions on the day-to-day activities of all departments of the theatre, liaising with
 - with Marketing, Fundraising and Communications Director for successful management of all public relations, promotions, media profile, sponsorship and donation activities
 - with Production Manager and Facilities Director for the successful management of, and revenue generation from, all programs, productions and activities using the facilities, equipment, and resources of the theatre
- the MD is responsible for all financial decisions, within Board approved guidelines and policies on finances and budgets
- the MD will make insightful recommendations to the Board to adjust future strategic/business plans and future deployment of theatre resources

Working Relationships

- maintain a theatre climate that attracts, keeps, and motivates diverse top quality staff and volunteers

POSITION DESCRIPTION - Managing Director

- provide leadership, excellent management support, and build a positive and trusting working relationship to all staff and volunteers
- provide constructive input and support to the Board and OLT committees
- support the development and maintenance of relationships with all key stakeholders in the community including media and business and community associations
- outreach to other theatre groups - establish sound working relationships and cooperative arrangements on matters of mutual benefit
- keep the Board fully informed on the status of all critical activities in the organization and all important factors influencing success, including
 - providing the Board with the information it needs for governance responsibilities
 - supporting the Board in with its strategic planning, and community outreach

Accountabilities, Expectations and Performance Management

- the expectations/performance of the MD will be defined each year by the strategic/business planning process, and the MD's annual performance objectives as authorized, resourced, and empowered by the Board
- the MD is accountable to the Board for the fulfillment of the strategic/business plan and performance objectives, and for functioning within Board policies
- the MD will conduct upward feedback process for assessing staff and volunteer working relationships, which will be reviewed annually as part of the annual performance review
- the MD will provide feedback to the Board on Board governance/function

Knowledge/Skills

- education/ experience
 - post-secondary degree, diploma or certificate (or equivalent combination of education and experience) in business, arts administration and/or theatre management or a related field
 - 5 years of experience in management and administration in theatre or a similar arts or volunteer organization
- financial - sound knowledge of management systems, financial planning, budgets and not-for-profit accounting
- languages - excellent written and oral communication in English - working knowledge of French is an asset
- computer knowledge - excellent computer skills including command of the office suites of software and of the internet (MSWord, MSExcel, Theatre Manager and QuickBooks)
- controls - knowledge of not-for-profit governance, taxation regulations, legalities re charitable status, grant and contribution processes, etc

Competencies

POSITION DESCRIPTION - Managing Director

- **planning** - ability to plan effectively and implement major improvements to managerial systems and practices, conscious and effective in meeting commitments, observing deadlines and achieving results
- **managing** - strong management skills in finance and human resources, proven financial, analytical and problem solving abilities
- **reporting** - capable of producing clear and comprehensive reports and presenting results, analytical findings and recommendations/solutions to issues and challenges
- **communications** - creative thinking and objective analysis and presentation, persuasiveness, strong communications skills both internally and externally to the media/theatre community/ public, experience maintaining positive relationships in a diverse community, good listening skills
- **client orientation** - skillful in identifying clients need and responding effectively, establishing and maintaining effective relationship with internal and external stakeholders
- **teamwork** - excellent inter-personal skills and abilities to work with staff and volunteers, proven ability to provide leadership to a team and to work in a team environment, flexibility
- **leadership** - self-control and composure in trying circumstances, excellent qualities of maturity, judgment, and leadership; strong negotiation and conflict resolution skills, ability to develop collaborative solutions; keen ability to think creatively and implement solutions with win-win outcomes, good coaching and mentoring skills
- **learning** - effective skills development, and committed to practical ongoing learning