



## Position Description

# Impact Manager

<b>Position Title:</b>	Impact Manager
<b>Reports to:</b>	CEO
<b>Direct reports:</b>	NA
<b>Status:</b>	Permanent Part-time (6 months' probation period)
<b>Hours of work:</b>	0.6FTE negotiable (approx. 21 hours per week) Flexible working arrangements available in terms of days and hours/day. Some evening hours may be required to attend performances or events.
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<b>Classification:</b>	SCHADS Level 5
<b>Last updated:</b>	November 2021

## Purpose:

This role offers an exciting opportunity to drive impact in an Arts organisation that operates with a social purpose. Our Impact Manager will play a leading role delivering our vision of effecting social change both at a participant and boarder community level. Working closely with the CEO and Artistic Team, you will drive the development and implementation our impact measurement framework and provide input into programming and strategic decisions to maximise impact.

## About Milk Crate Theatre

Milk Crate Theatre effects social change through the power of performance.

We provide opportunities for people whose voices are under-represented to engage in artistic practice to build confidence, skills and connections; and then share their bold and resonant stories to build empathy and break down barriers.

Our community of Collaborative Artists are generally living with, have experienced or are at risk of homelessness; living with mental health or disability support needs; have experienced domestic violence or come from First Nations and/or culturally and linguistically diverse communities.

## Key Accountabilities:

Accountability:	Responsibilities:
<i>Leadership</i>	<ul style="list-style-type: none"> <li>• Contribute to strategic and operational planning of Milk Crate Theatre in conjunction with the CEO and Artistic Director to ensure we are delivering on mission and vision.</li> <li>• Drive the development and implementation our impact measurement framework and provide input into programming and strategic decisions to maximise impact.</li> <li>• Contribute to the success and effectiveness of Milk Crate Theatre's operations as part of our core management team.</li> <li>• Represent Milk Crate Theatre externally at meetings and conferences as required.</li> </ul>
<i>Impact Measurement &amp; Reporting</i>	<ul style="list-style-type: none"> <li>• Develop and refine impact and outcomes frameworks and tools to help plan, review and report on our work.</li> <li>• Develop fit for purpose measurement tools (either in excel or other programs) to support timely and accurate measurement of outcomes.</li> <li>• Oversee evidence/data collection, monitoring and review of Milk Crate Theatre's measurements and impacts.</li> <li>• Responsible for ensuring measurement data is collected and recorded in an appropriate way.</li> <li>• Train and support appropriate team members to implement the evaluation process as required.</li> <li>• Where required, engage with consultant technical support to deliver our impact measurement and monitoring framework.</li> <li>• Conduct or support periodic evaluations of MCT impact and drive the continual improvement to Artistic and social programming.</li> <li>• Support CEO to prepare reports and public communications to demonstrate how Milk Crate Theatre achieves outcomes and impact at both a program and whole of company level.</li> </ul>
<i>Program Delivery &amp; Support</i>	<ul style="list-style-type: none"> <li>• Work with Artistic Team and Social Worker to provide information collected through our impact framework with a view to ensuring appropriate program design and support to achieve desired outcomes.</li> <li>• Attend workshop sessions, rehearsals and productions as required.</li> </ul>
<i>Business Development</i>	<ul style="list-style-type: none"> <li>• Support CEO/ Business Development Manager to develop appropriate funding applications that support delivery of work to drive our impact.</li> <li>• Provide program reports to support acquittal of funded projects including budget breakdowns and participant impact reporting.</li> </ul>
<i>Partners &amp; Stakeholder Management</i>	<ul style="list-style-type: none"> <li>• Establish and maintain effective relationships with staff, Collaborative Artists and stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and foster long-term relationships with social purpose organisations, funders and government to ensure deep knowledge of sector changes around impact and measurement.</li> <li>• Provide support to the CEO and Marketing/Artist Director when engaging with external stakeholders around Social Impact.</li> </ul>
<i>Operations &amp; Administration</i>	<ul style="list-style-type: none"> <li>• Work with CEO to ensure we have appropriate policies, procedures and evaluation in place to deliver on our Social Impact.</li> <li>• Identification and mitigation of risks.</li> <li>• Contribute to the effective operations of the office and administrative functions.</li> <li>• Resolve issues as and when necessary to ensure optimum efficiency and effectiveness of Milk Crate Theatre.</li> <li>• Manage and report any issues or incidents in accordance with incident management procedures.</li> <li>• Other duties as reasonably required.</li> </ul>

## Knowledge & Skills

### **Essential**

1. Demonstrated ability to think strategically, including experience working with theories of change and/or program logic methodology and impact measurement frameworks.
2. Experience with project planning, monitoring and evaluation.
3. Experience in evidence-gathering and data collection systems and processes.
4. Experience in undertaking quantitative and qualitative analysis using relevant analytics tools.
5. Knowledge of the not-for-profit sector and experience working with communities who have experienced, are living with or are at risk of Homelessness, Mental Health Issues, Disability and any of the other issues that may be associated with social and financial disadvantage.
6. Strong interpersonal and relationship skills that includes working collaboratively in a team environment and fostering a community of artists, arts workers and stakeholders from across the community.
7. Excellent written, oral and verbal communications skills, with a demonstrated ability to write clearly to communicate impact.
8. A high level of autonomy, personal integrity and demonstrated good judgement tempered with the understanding of when to seek appropriate guidance.
9. Demonstrated ability to work under pressure, problem solve, take initiative and negotiate.
10. Current NSW Driver's Licence, Working with Children Check and Criminal Record Checks.

### **Desirable**

- Passion for the Arts/Creative Sector.
- Mental Health First Aid certificate

Remuneration will be negotiated with the successful candidate to reflect experience. Milk Crate Theatre is a Public Benevolent Institution and can offer salary packaging in line with our salary packaging policy.