

Theatre Manager

Job Description

Overview:

Gateway Theatre is committed to building a vibrant arts community on positive values, and providing platforms for Made-In-Singapore works and talents that make a positive impact on society. At Gateway Theatre, we have a creative and dynamic team who shares this common vision.

We are looking for a positive, result-driven, and highly motivated leader to be responsible for overseeing the theatre's organisational structure, fundraising, marketing, budgeting, accounting, and day-to-day operations.

The role of the Theatre Manager is to work closely with the Theatre Director to oversee the ongoing operations of all departments in the company, ensuring that all of the Theatre's efforts are delivered consistently in a tangible, efficient, and effective manner. He/she will assist in directing the company towards its primary goals and objectives, leading the departments to consider major decisions including business development, acquisitions, and programming of events. This individual is responsible for ensuring that the theatre is a welcoming and vibrant space for audiences and artists.

If you possess excellent leadership and management skills, have a strong passion for the arts, and would like to play a part in developing Singapore's arts landscape, we welcome you to join us for a challenging and fulfilling career.

Duties and Responsibilities:

1. Business Planning and Resource Allocation

Working with the Theatre Director, the Theatre Manager is responsible for driving the development, refinement, and implementation of the Theatre's business strategy. This includes:

- Planning resources effectively and providing leadership to develop the Theatre's role as an arts centre.
- Providing recommendations for the formulation of the strategic direction and targets of the Theatre.
- Supporting the Theatre Director in the preparation and implementation of the strategic and annual plans and ensuring that these are formally updated on a regular basis.
- Defining and documenting the primary responsibilities for the Theatre's leadership team.
- Reviewing the financial results of operations and comparing with the Theatre's objectives, taking appropriate measures to correct unsatisfactory performance and results.
- Making resource allocation decisions and supporting initiatives that further the Theatre's achievement of its strategic objectives.
- Supporting the Theatre Director in the recruitment of key positions within the Theatre's structure.
- Motivating and developing staff so that the Theatre has the human resources and competence to ensure high professional standards.
- Working with the programming team to produce a line-up of events that aligns with the Theatre direction/programming objectives, while considering audience demographics, and balancing venue hire and programming.
- Developing partnerships and networks with stakeholders including arts, culture, and entertainment industry players, educational organisations, education institutions, relevant bodies, and the public, and encouraging engagement in artistic activities.

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2. Financial Management

- Assisting the Theatre Director in performing accurate analysis of financial trends and budgets.
- Evaluating the Theatre's financial, operational, sales and marketing structures to plan for continual improvements and a continual increase in operating efficiencies.
- Improving the planning and budgeting process continually by educating departments and key members of corporate leadership.
- Providing the Theatre Director with accurate financial reports, helping to analyse profit and loss, and act swiftly to make decisions which will improve profitability.

3. Front-of-House and Operations (working with the Venue Sales Manager)

- Managing all operational matters relating to the front-of-house, bar and catering operations, and putting a staffing structure in place to support this within set budgets.
- Ensuring that all aspects of front-of-house areas provide a welcoming environment to customers and potential customers.
- Acting as Duty Manager on some daytime and evening shifts. During shifts where there is a performance, to liaise with production staff to control the venue's performances. Responsible for the well-being and safety of the audience, and managing the front-of-house.
- Ensuring that visitors with special needs or access requirements are catered for appropriately and that the theatre is an accessible venue.
- Promoting and managing events (non-arts and entertainment events or related activities), conferences, functions, etc; liaising with external hirers, and in-house technical staff, and coordinating all activities relating to the events.
- Overseeing events for other departments, including but not limited to events for media, fundraising, etc.

4. 'Project Welcome'

- Playing a key role in 'Project Welcome' – a project to ensure that artists, audiences, and front-line staff feel engaged with the organisation and at home in the building.
- Ensuring that all public spaces and other spaces are welcoming and inviting, working with the Marketing Communications and Facilities teams to achieve this.
- Working alongside the Venue Sales Manager to motivate and train the front-line staff, so that they reflect the values of the theatre.
- Welcoming all companies, performers, and artists when they are in the building and ensuring that they feel supported.
- Helping to create an atmosphere of creativity in the building that encourages artists and audiences to create and participate in our artistic programme.

Requirements:

- Proven work experience as a Theatre Manager or similar role
- Knowledge of organisational effectiveness and operations management
- Experience in budgeting and forecasting

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- Familiarity with business and financial principles
- Excellent communication skills
- Leadership ability
- Outstanding organisational skills
- Degree in Business, Operations Management, or related field
- Good knowledge of Singapore's arts scene will be an added advantage