

**Education Program Manager
Job Description**

Overview:

Reporting to the Director of Education, the Education Program Manager is responsible for ensuring that The UC Theatre's education programs, Concert Career Pathways (CCP), and Remote Extension Program (CCP-X) are effectively implemented and provide a meaningful learning experience for program participants. Additionally, this person works collaboratively with team members across departments in order to review and place program participants into job shadowing and internships that benefit both the intern and the overall theater operations. The Education Program Manager builds positive mentorships with program participants that enables them to launch their career within the music (or other) industry.

Essential Duties & Responsibilities:

Education

- Oversee and manage the recruitment/application process for CCP & CCP-X participants and paid interns
- Develop, maintain and revise workshop curriculum
- Work with UCT Staff to develop internships descriptions/expectations/criteria and assessments
- Facilitate Workshops and Speaker Series
- Manage the Scheduling of shadow shifts and intern shifts
- Manage Scheduling and conduct monthly group check-ins with interns
- Conduct bi-monthly 1:1 check-in sessions with interns
- Provide guidance and mentorship to interns during show shifts
- Manage Scheduling youth groups for the Behind the Scenes program
- Work with UCT staff, Chief Executive Officer, and Chief Operating Officer (COO) in measuring program quality
- Oversee education program content and collateral development
- Identifies potential partners for the Education Advisory Committee
- Support Remote Extension Program (CCP-X) activities and expansion
- Work closely with the Director of Education to oversee all program management and execution
- Support Education Director with analytics on program success
- Maintain accurate records and up to date contact information for Alumni and program participants

Organizational

- Collaborate with departments to secure opportunities for internships and job shadowing
- Work with Development team to Identify a pipeline of potential donors and funders
- Process payroll for department and interns
- Collaborate with the Marketing team to execute all communications for initiatives such as call for applications, event marketing, collateral design, etc.
- Support Education Director in monthly reporting for board and internal meetings
- Participate in strategic planning

Events

THE UC THEATRE

TAUBE FAMILY MUSIC HALL

- Plan and coordinate all activity for Education Department Events (Speak Your Truth Concert Series, CCP Presents, CCP Graduation)
- Conduct outreach to organizations/promoters to partner with
- Select and contract professional performing artists and community groups to perform for audiences
- Seek opportunities for young people to be the face of the new music industry
- Help coordinate community minded events correspond directly with The UC Theatre's Mission

Qualifications:

- A minimum of 4 years experience working with teens and young adults
- A minimum of 4 years experience facilitating workshops and overseeing education programs
- A minimum of 4 years experience in program and curriculum development
- Experience in program quality assessment
- Experience in youth leadership development
- Experience with scheduling & calendar management
- Experience working with young people from diverse backgrounds
- Must be able to work weekends
- Excellent Communication Skills (verbal and written)

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- *Customer Service*—the individual manages difficult customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance and meets commitments.
- *Problem Solving*—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
- *Planning/Organizing*—the individual prioritizes and plans work activities and uses time efficiently.
- *Quality Control*—the individual demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- *Quantity*—meets productivity standards and completes work in a timely manner.
- *Adaptability*—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- *Dependability*—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- *Safety & Security*—the individual observes safety and security procedures and uses equipment and materials properly.
- *Accounting*—the individual ensures to keep accurate records of invoices.

Equal Opportunity and Diversity

The UC Theatre is committed to equity in its support and advocacy, and seeks to create and encourage opportunities for people of color, women, non-binary, LGBTQ+, veterans, and people with disabilities.

