

CAREER OPPORTUNITY

Theatre Manager
Front Office, Events and Retail
Corporate Services Division

Opportunity Type: Full Time, Permanent
Classification: AO 21
Annual Salary Range: \$67,728.87 - \$77,012.22

The Royal BC Museum (RBCM) was established in 1886, making it one of the oldest continually operating museums in Canada. Since its inception the museum has changed and evolved alongside the rest of the province. Today's RBCM is committed to creating community connections, gathering spaces and educational programs, and to providing opportunities for critical thinking, self-reflection, and thought-provoking experiences to people across BC and around the world.

The archives were founded in 1894 and in 2003, both organizations joined together to become BC's combined provincial museum and archives, with its purpose being to broaden the understanding about our province. We are passionate about inspiring curiosity and wonder, while sharing BC's story with millions of visitors who walk through our doors and explore our website each year.

IMAX® Victoria is also part of the RBCM and provides incredible immersive cinematic experiences and work in tandem to deliver inspiring educational and entertaining experiences.

The RBCM, is updating not only the facilities and infrastructure, it is creating a new Collections and Research Building in Colwood, BC. It is an exciting time to join the museum team as we rethink and modernize our methods and processes, and welcome the perspectives and stories of all British Columbians.

IMAX® Victoria offers immersive cinematic experiences through educational documentaries and Hollywood feature films, working in tandem with the Royal BC Museum to deliver inspiring and engaging programs and events.

IMAX® Victoria is responsible for the design and delivery of an annual film program that supports the RBCM mandate and corporate revenue targets. This includes educational documentaries, feature films, annual film festival, private theatre events and supporting local Canadian filmmakers.

Front of House includes management of a Theatre, Concession Stand, Gift Shop and Box Office. Our Front of House team is responsible for delivering a professional, inclusive and engaging experience for all visitors including general public, schools, government officials, cultural groups and community partners.

Under the general direction of the Director of Theatre and Box Office this position is responsible for planning, coordinating and administering film programming and film licensing agreements ensuring IMAX® Victoria successfully meets the obligations and requirements of an IMAX® theatre.

The Theatre Manager ensures that all Front of House responsibilities are managed appropriately, leading and supporting the Front of House team on day to day business operations, performance management, hiring, training, development and visitor experience.

The Theatre Manager works with the Director of Theatre and Box Office on the development and implementation of departmental operational goals and projects in alignment with the organizational service plan.

We are currently looking for a Theatre Manager who brings a wealth of expertise to our team. The ideal candidate will hold a minimum of 5 years' experience in operations management and business development, preferably within the theatre industry and/or tourism sector. This role requires experience working with film studios, distributors, production companies and producers. The successful incumbent will have a strong background managing multiple areas of business including sales, front of house and visitor experience. Key qualifications include a working knowledge of the theatre industry, licensing and technical requirements, retail and food operations as well as event planning. Knowledge of local and provincial tourism organizations, the Royal BC Museum and IMAX® Victoria would prove to be an asset. If you meet these criteria, we invite you to review the position in detail and submit an application to contribute your expertise to our dynamic team.

Before you apply for this position, you must meet the eligibility requirements. To be eligible to work in Canada, you must be a Canadian citizen or permanent resident of Canada or authorized in writing to work in Canada under the federal Immigration Act. Eligibility to work in Canada is granted through citizenship, permanent resident status, or a work permit.

An eligibility list may be established for future temporary and/or permanent vacancies.

How to Apply:

Your application must clearly demonstrate how you meet the job requirements listed with the job profile.

Please submit your resume in pdf format by February 11, 2024 at 11:59 pm (PST) with the following subject line: Last Name, First Name, RB2024-04 via email to: RBCMapplications@royalbcmuseum.bc.ca

Additional Information:

This position requires a Criminal Records Check under the BC Public Service Screening Policy and the Criminal Records Review Act. All applicants must be legally entitled to work in Canada (i.e., have Canadian citizenship or permanent resident status).

The Indigenous Applicant Advisory Service is available to applicants that self-identify as Indigenous (First Nations, status or non-status, Métis, or Inuit) person seeking work or already employed in the BC Public Service. For guidance on applying and/or preparing for an interview, please contact IndigenousApplicants@gov.bc.ca or call #778-405-3452.

The Royal BC Museum, Archives and IMAX Victoria celebrate culture and history, sharing the stories of British Columbia in ways that enlighten, stimulate and inspire. Through research and learning, we strive to broaden understanding of our province and inspire curiosity and wonder. Located in Victoria on the traditional territory of the Lekwungen (Songhees and Xwsepsum Nations), we are proud to welcome 800,000 visitors annually.

We are committed to creating a diverse workplace where everyone is celebrated.

As an inclusive and accessible employer, please advise People and Development of any accommodations required to assist you to ensure equitable participation in this hiring process.

JOB PROFILE

Position #00138433

TITLE: THEATRE MANAGER

SUPERVISOR TITLE: DIRECTOR OF THEATRE AND BOX OFFICE

SUPERVISOR POSITION #: 126056

DEPARTMENT: FRONT OFFICE, EVENTS AND RETAIL

DIVISION: CORPORATE SERVICES DIVISION

CLASSIFICATION: AO 21

CONTEXT

The Royal BC Museum is situated on the territories of the Lekwungen People, known today as the Songhees and Xwsepsum First Nations.

The Royal BC Museum (RBCM) was established in 1886, making it one of the oldest continually operating museums in Canada. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of British Columbia, and provides for a dynamic forum for discussion and a place for cultural reflection.

The RBCM, which includes the provincial archives, is undergoing modernization. Modernization is a complex, transformational process that not only impacts the museum's physical presence and facilities, but also requires the museum team to undergo adaptive and technical organizational changes.

As an institution that encourages gathering, learning, critical thinking, self-reflection and thought-provoking experiences for people of all ages, modernization demands that the museum evolve and remain relevant to the communities it serves and in doing so, the team must embody and exemplify a commitment to:

- Being accountable for our individual and collective learning and embracing informed, values-based ways of working that honours diversity, inclusivity, accessibility and equity such that this commitment is evident in our interactions and relations with one another internally, and also with visitors, the public, our industry and business partners, and our community stakeholders
- Being a place where diverse peoples and communities of British Columbia feel welcome in the museum and supported as they tell their truths and share the lived experiences of their current and past generations.
- Honouring and presenting an authentic human history that represents a vibrant, diverse province that exists today, which is central to RBCM's transformation.
- Incorporating an informed and values-based adoption, dissemination and implementation of Truth and Reconciliation principles, DRIPA and the province's DRIPA Action Plan.
- Being a centre of respectful, inclusive, self-motivated, team-focused collaboration.

RBCM has over 7 million objects and specimens and millions of significant government documents and records; substantial photographic, audio and video collections; artworks; and an extensive library of

publications. Through research, learning, outreach and community engagement, we strive to broaden understanding about our province and inspire curiosity and wonder.

DEPARTMENT OVERVIEW

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JOB OVERVIEW

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The Theatre Manager ensures that all Front of House responsibilities are managed appropriately, leading and supporting the Front of House team on day to day business operations, performance management, hiring, training, development and visitor experience.

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ACCOUNTABILITIES

IMAX Programming

- Plans, coordinates and implements multiple-year operational programs for IMAX® Theatre, in alignment with Royal BC Museum exhibitions and events
- Communicates film schedule to all relevant departments on a bi-weekly basis, ensuring all events, school bookings, venue rentals are accounted for
- Conducts industry analysis and research studies and prepares reports and recommendations
- Represents the business unit at industry conferences, staying up to date with emerging market trends and networking with industry leaders

Job Family:

Job Stream:

PSA Approved Date:

- Coordinates annual film festival project, leading departmental teams, developing proposals, business cases and cost benefit analysis, defining and managing project deliverables
- Develops and promotes working relationships with internal and external partners, stakeholders, government agencies, particularly within the Giant Screen Cinema Association industry to achieve program objectives
- Develops and maintains IMAX® Victoria active film library making recommendations to external partners and community schools
- Assist with determining marketing strategy for new film launches, communicating co-op vendor marketing agreements with internal departments
- Assist in planning and production of annual passholder events

Front of House Management

- Supervises a diverse range of technical and non-technical staff including assignment of work, development and evaluation of performance plans, approval of leave and managing disciplinary action as required
- Manage the day to day operations of the division that includes Theatre, IMAX Projection, Concession, Retail Store and Box Office
- Ensures appropriate staff recruitment and selection and supports hiring competitions for Theatre/Concession, Retail Store and Box Office
- Identifies training requirements and oversees onboarding of front of house hires
- Provide effective, consistent and accessible management by communicating work requirements in accordance with department plans, delegating responsibilities as required, seeking ideas and feedback from staff to encourage a team-based environment, monitoring and directing multiple seniority units as required
- Promotes input on Theatre Operations and Front of House processes and resolves differing opinion
- Evaluates programs and identifies opportunities to improve effectiveness and makes recommendations to senior management
- Identifies policy issues and provides advice to senior staff
- Coordinates and oversees operational activities as outlined by business objectives that include private theatre rentals, events and internal film screenings
- Collects information regarding customer complaints/feedback and drafts a response for review and approval
- In the absence of Sales and Membership coordinator, ensure all advertising and communication is consistent and updated through website, lobby screens, theatre slides, ATMS and social media
- Clear understanding of operating IMAX 4K laser projection system. May be required to operate equipment as and when required
- Provides recommendations to improve visitor experience, operational requirements and promotions

Job Family:

Job Stream:

PSA Approved Date:

Budget / Contract Management

- Prepares contracts, monitors film performance, authorizes royalty payments and acts as expense authority for Theatre, Retail and Box Office
- Resolves any payment issues/royalty reporting inaccuracies with the finance department and vendors

JOB REQUIREMENTS

Education and Experience:

Post-secondary degree in business, hospitality or theatre management **OR** an equivalent combination of post-secondary education, training and related experience.

Related experience includes:

- Minimum 5 years' experience in operations management and business development, preferably within the theatre industry, and/or tourism sectors of the economy
- Management of a theatre
- Experience managing a retail environment
- Significant experience leading large teams within an organization
- Experience working with film studios, distributors, production companies, producers
- Experience managing multiple areas of business, involving sales, front of house and visitor experience
- Experience in performance management, goal setting and presenting information on deliverables

Knowledge, Skills and Abilities

- Working knowledge of the theatre industry, licencing and technical requirements, retail and food operations and event planning
- Knowledge of Victoria and British Columbia tourism organizations that support community engagement
- Safety standards of WorkSafe BC (Food Safe BC, Canadian Laser Safety Program)
- Knowledge of the Royal BC Museum and IMAX® Victoria programs and services
- Proven ability to take initiative, work independently, be creative and establish priorities to support business development
- Strong planning and organizational skills to successfully manage customer driven operations and support leadership
- Ability to problem solve quickly and efficiently, working through a team
- Negotiation, mediation and conflict resolution skills
- Strong written and oral communication skills. Ability to provide briefings, oral and written, to peers, staff and leadership
- Demonstrated ability to work collaboratively with peers and staff to achieve goals
- Ability to MC in-person events as a confident public speaker

Job Family:

Job Stream:

PSA Approved Date:

PROVISO

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the organization (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

BEHAVIOURAL COMPETENCIES

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The 'team' here should be understood broadly as any group with which the person interacts regularly.
- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions.
- **Teamwork and Cooperation** is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard maybe one's own past performance (striving for improvement), an objective measure (achievement orientation), challenging goals that one has set, or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a results orientation.

Job Family:

Job Stream:

PSA Approved Date: