



## **Director of Operations**

### Vancouver Symphony Orchestra

Founded in 1919, the VSO is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO creates, curates, and connects irresistible musical experiences—performing 150+ concerts annually in its home, the Orpheum Theatre, as well as numerous venues throughout Metro Vancouver, and online. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. Maestro Otto Tausk is the Music Director.

### VSO School of Music

Founded 10 years ago the VSO School of Music is a 25,000 square foot state-of-the-art music school located adjacent to the Orpheum Theatre in downtown Vancouver. With a mission to enrich lives through the joy of learning, playing and performing the world's great music, the VSO SoM develops experiences that are accessible to all, regardless of age, ability, playing level or economic circumstances; and by nurturing creative and engaged members of society through achievement in the musical arts. The school serves all ages and abilities, from newborns through those revisiting music in their later years, as well as providing training to Canada's upcoming generations of performing artists. The School is proud to offer individual or group instruction by members of the Vancouver Symphony and other high-quality music educators.

The School also features an acoustically isolated performance theatre (Pyatt Hall) and Reception space which sees a wide-range of arts, entertainment, and corporate groups utilizing the space for performances, recordings, and special events.

WEBSITE:

<http://vsoschoolofmusic.ca>

JOB DESCRIPTION:

The VSO School of Music seeks an experienced Director of Operations.

At the VSO School of Music, it's important that all stakeholders – students, parents, faculty, guests and supporters - experience efficiency and effectiveness as the school delivers leading-edge lessons and programs. We're proud to set high standards for success. To help us continue our growth/depth, we are seeking an experienced Director of Operations to join our amazing team. As an ideal candidate, you have proven management experience in music or the arts. Your organizational, communication, and teambuilding skills are well developed and you enjoy finding innovative solutions. You will report to the President and CEO of the VSO and VSO School of Music and you will work closely with the VSO SoM team to strategize and develop long-term plans that usher in new levels of productivity and success.

Objectives of this Role

- Collaborate with executive management and VSO SoM staff in the development of performance goals and long-term operational plans
- Maximize efficiency and productivity through process analysis and interdepartmental collaboration
- Set strategic goals for operational efficiency and increased productivity
- Work with CEO and staff in the development of financial and budgetary plans
- Analyze current operational processes and performance, recommending solutions for improvement when necessary
- Oversee daily operations and ensure timely completion of projects, tactics and programming

## Daily and Monthly Responsibilities

- Develop, implement, and monitor day-to-day operational systems and processes that support objectives, improved progress, and remove obstacles for success
- Build and maintain relationships with students, families, faculty, department heads and external partners, and make decisions aligned with operational efficiency as well as strategic goals
- Plan, monitor, and analyze key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of tasks
- Devise strategies to ensure growth of VSO SOM programs while identifying and implementing process improvements that will maximize ROI
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## Skills and Qualifications

- Bachelor's degree in music, the arts, business administration or other related field
- Knowledge of multiple operational functions and principles, including finance, customer service, program development, and staff management
- Proven ability to plan and manage operational process for maximum efficiency and productivity
- Ability to streamline and implement new structures and roles that create speed, efficiency, and support rapidly shifting demands in the music education and performance sector
- Strong working knowledge of music and/or arts education
- 5 years of experience in a management capacity

## Preferred Qualifications

- Strong organizational, communication, and leadership skills, demonstrated by previous professional success
- Proven ability to develop innovative solutions for increased efficiency and productivity
- Experience with budget and business plan development
- Collaboration and negotiation skills in both internal and external settings

HOW TO APPLY:

Email your cover letter, resume, and 2 references to [jobs@vsoschoolofmusic.ca](mailto:jobs@vsoschoolofmusic.ca). No phone calls or drop-ins please.

REMUNERATION:

\$50- 60K per annum depending on experience