

Goh Ballet Academy Canada

Job Title: Operations and Administration Manager

Location: Toronto/North York, ON.

Goh Ballet Academy is one of Canada's pre-eminent ballet training institutions, with an enviable international reputation for excellence. Established in 1978, the Academy is now under the direction of Chan Hon Goh, former Principal Dancer of the National Ballet of Canada. People are at the heart of our success. We are passionate about bringing great dance experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realize their full potential.

Position Overview

We are currently looking to hire a full-time Operations and Administration Manager to handle multiple responsibilities, utilize different software for keeping records, and implement strategies. The suitable candidate would also provide vital information management, organizational, and administrative support to the Academy at the Toronto location. If you possess the majority of the essential criteria, we encourage you to apply, and we welcome transferable skills from other industries or backgrounds.

As the Operations and Administration Manager, you will take ownership over the Company's ongoing development of programs, curriculum, policies and procedures to enhance and optimize student experience under the direction of our Director.

As Operations and Administration Manager, you will quickly move to:

- Make recommendations then spearhead the implementation of those approved recommendations to help to improve the operational systems, processes, and policies in support of Goh Ballet's vision and mission.
- Provide actionable suggestions and assist the Director and Ownership with long-term planning and business development.
- Support Execute all HR duties such as overseeing the administration team including managing employment contracts, staff performance, and mentorship.
- Collaborate with the Marketing Coordinator to ensure promotions of initiatives and programs adhere to Academy standards.
- Stay informed of the Financials (budgeting, forecasting, banking) and provide regular updates to the Director on status including identification of risks as they arise.
- Act as key liaison for students, parents and/or volunteers with consistent reporting to the Director on higher risk issues.
- Keep track of facility maintenance, assets, and help negotiate contracts.

- Monitor insurance contracts and ensure compliance with contracts.
- Ensure IT infrastructure is performing as needed and provide insight where able.
- Assist with fundraising initiatives including stakeholder relations with current and potential sponsors for all initiatives related to the Academy.

Candidate Description

You are a dynamic, nimble, organized, detail-oriented and self-motivated individual. You have experience providing project management and administrative support to high-level executives and can work independently with minimal instruction. You are thoughtful and trustworthy, yet resilient, flexible and willing to do what it takes to get the job done to improve our organization. You understand our mission and can play a part in advancing administrative processes, overall operations and the important work of Goh Ballet Canada.

- Post-secondary degree in a related field. (Business administration, arts administration, communications). Equivalent work experience will be considered.
- 3+ years work experience in a similar supporting role.
- Must be legally eligible to work in Canada.
- Must be available to work on weekends
- Experience managing a team.
- Background or experience in dance/the arts is preferred
- Excellent verbal and written communication skills.
- Ability to work in a fast-paced environment and assist in organizing priorities and deadlines.
- Comfortable with technology, specifically using Microsoft Office 365, G-Suite; Canva or Adobe Creative Suite an asset.
- Creative and innovative thinking in relation to problem solving; if you don't know something, you'll seek out the answer.
- Flexible, adaptable, robust, and resilient, willing to go above and beyond. You'll care about the little details that make the Academy run more smoothly or that make a difference to stakeholders.
- Excellent customer service mindset and the ability to deliver to a high standard of competence.
- Excellent presentation skills.
- The ability to work well under pressure and a proven ability to prioritize, manage and meet conflicting deadlines.
- Desire to grow with Goh Ballet Canada, taking on increased responsibility and a diverse range of duties as needed.

Duties

Project Support:

- Provide full administrative services i.e., communications with parent communities, word processing, organising diaries, travel arrangements, and dealing with, and acting upon, written correspondence and telephone messages, confidential filing, etc.
- Researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating communications.
- Strong organizational and time management skills.
- Prepares reports for the board of directors by collecting and analyzing information.
- Prepare budgets, reconcile, and track related income/expenses (A successful candidate is good with numbers/financials).
- Effectively contributes to administrative team effort by accomplishing related results as needed.
- Support to colleagues as delegated by the Director. These tasks could include but are not limited to:
 - Annual recruitment targets and retention
 - All events, presentations and productions
 - Fundraising initiatives
 - Marketing, PR and Communication Initiatives
- Provide support to the wardrobe department acting as a bridge between artistic and administrative responsibilities relating to productions and events.
- Manage special projects and coordinate across departments and institutions.

Operations & Facilities Management:

- Oversee facility cleaning, hygiene, safety and maintenance and keep track of facility assets.
- Ensure meeting preparation is carried out and any rooms are booked and set up in advance with all necessary equipment and refreshments.
- Manage IT infrastructure including hardware, software, network, security and backup, support and maintenance, connectivity issues, troubleshoot other IT problems.
- Contribute to the IT Strategic Plan.
- Manage vendor relations.

Salary & Benefits

Salary: \$60,000+, Dependent on experience.

Paid vacation and sick days, time-in-lieu.

Start Date: January 2026

Application

In your application, please send your resume/CV and a cover letter expressing why you are the right person for this job and indicate your salary expectations. Please email:

positions@gohballet.com

Subject Header: Application for Operations and Administration Manager. All applications will be reviewed and considered. We thank you for your interest in this position; however, we will only be contacting those selected for interviews.

Should you require any accommodation through the application process due to disability we will happily work with you to support your expression of interest in this role and will ensure all interested candidates are considered equally.

Goh Ballet is committed to employment equity through a process which identifies and eliminates any discrimination in the organization's employment procedures and policies. We encourage applications from qualified individuals who identify as LGBTQ2+, First Nations, Inuit & Métis, people of color, and people with disabilities. The position will remain open until it is filled.