



Position Description

Impact & Evaluation Manager

Position Title:	Impact & Evaluation Manager
Reports to:	CEO
Direct reports:	None
Status:	Permanent Part-time
Hours of work:	0.4–0.6 FTE negotiable (15–22.5 hours per week), with priorities agreed to reflect the part-time scope of the role. Flexible working arrangements are available in relation to workdays and daily hours. Additional hours may be required during production seasons, including occasional evening and weekend attendance at performances or events.
Salary:	SCHADS Award Level 3 - \$80-\$85K
Last updated:	July 2026
Purpose:	To implement Milk Crate Theatre's impact measurement, evaluation and reporting by coordinating evidence-gathering, preparing clear insights and assisting the CEO and team to demonstrate program outcomes to funders, partners and the wider sector.
About Milk Crate Theatre	Milk Crate Theatre effects social change through the power of performance. We provide opportunities for people whose voices are under-represented to engage in artistic practice to build confidence, skills and connections; and then share their bold and resonant stories to build empathy and break down barriers. Our community of Collaborative Artists are generally living with, have experienced or are at risk of homelessness; living with mental health or disability support needs; have experienced domestic violence or come from First Nations and/or culturally and linguistically diverse communities.

Key Position Accountabilities:

Accountability:	Responsibilities:
Planning & Strategy	• Contribute evaluation information and practical insights to planning & strategy development discussions under the direction of the CEO. • Prepare clear summaries of evaluation findings to support program improvement, funding applications and reporting. • Participate in team meetings and contribute to effective day-to-day coordination of impact and evaluation activities. • Attend relevant external meetings or sector events as requested, providing information and updates within agreed parameters.
Impact Measurement & Evaluation	• Coordinate the implementation and ongoing development of MCT's Impact Measurement Framework. • Maintain Theory of Change, outcomes frameworks and evaluation tools. • Collect, analyse and interpret quantitative and qualitative impact data • Prepare DEX reporting and funder compliance information. • Prepare impact reports, dashboards and Annual Impact Report. • Support team members to apply evaluation processes consistently. • Prepare reports and public communications that demonstrate outcomes and impact at program and whole-of-company level.
Projects & Research	• Support the CEO to deliver the final phases of the <i>Creating Impact</i> project, including project coordination and reporting as required. • Support coordination of evaluations and external consultants where required. • Contribute to advocacy reports and sector research by preparing evidence, summaries and reports. • Manage our internal library of research materials. • Provide impact reporting information for grants and acquittals.
Program Support	• Work alongside Creative Producers and the Social Worker to embed evaluation into programs. • Attend workshops and productions where required. • Train staff and artists to understand and implement agreed evaluation processes.
Partnerships & Sector Engagement	• Maintain working relationships with universities, funders, sector networks and impact partners as directed. • Participate in relevant sector conversations where impact, evaluation or community-engaged arts practice is a focus. • Share partnership insights with the CEO and team to support planning and program improvement.
Digital Systems & Management	• Coordinate CRM administration and database hygiene, ensuring information is organised, current and useful for agreed reporting and evaluation purposes.

Business Development	• Work with CEO and Producers to support grant writing and acquittals, especially where there is a social impact focus.
Operations & Administration	• Follow agreed policies, procedures and evaluation practices that support MCT's social impact objectives. • Identify and escalate relevant operational or evaluation risks to the CEO or appropriate team member. • Contribute to effective office operations and administrative functions as required within the scope of the role. • Resolve routine issues within agreed procedures and seek guidance on complex or sensitive matters. • Report issues or incidents in accordance with incident management procedures. • Undertake other duties as reasonably required and aligned with the role's part-time scope and classification level. • Model and uphold the behaviours outlined in MCT's Code of Conduct, Child Safety Policy and other relevant policies.

Knowledge & Skills

Essential

1. Demonstrated ability to apply program logic, outcomes frameworks and impact measurement tools in a practical program or community setting.
2. Experience with impact measurement, monitoring and evaluation.
3. Experience in evidence-gathering and data collection systems and processes.
4. Experience in undertaking quantitative and qualitative analysis using relevant analytics tools.
5. Strong interpersonal and relationship skills that include working collaboratively in a team environment and fostering a community of artists, arts workers and stakeholders from across the community.
6. Excellent written, oral and verbal communication skills, with a demonstrated ability to write clearly to communicate impact.
7. Demonstrated ability to work with appropriate autonomy, exercise sound judgement and seek guidance on complex or sensitive matters.
8. Demonstrated ability to organise work, solve routine problems, take initiative within agreed procedures and communicate effectively with stakeholders.
9. Current NSW Driver's Licence, Working with Children Check and Criminal Record Checks.

Desirable

- Passion for the Arts/Creative Sector.
- Knowledge of the not-for-profit sector and experience working with communities who have experienced, are living with or are at risk of Homelessness, Mental Health Issues, Disability and any of the other issues that may be associated with social and financial disadvantage.
- Knowledge of Community Arts and Cultural Development practice

Remuneration will be negotiated with the successful candidate to reflect experience. Milk Crate Theatre is a Public Benevolent Institution and can offer salary packaging in line with our salary packaging policy.