



Learning and Evaluation Specialist

The Music Center convenes artists, communities, and ideas with the goal of deepening the cultural lives of every resident of Los Angeles County. The non-profit multidisciplinary arts organization has two divisions: TMC Arts and TMC Ops. TMC Arts, The Music Center's programming engine, provides year-round programming inside The Music Center's four theatres, on Jerry Moss Plaza, in Grand Park, in Los Angeles County Schools and other locations all over Los Angeles County and on a digital platform called The Music Center Offstage.

In 2019, The Music Center undertook a strategic process that established TMC Arts, unifying all programming efforts under a single division. This process also called for the organization to deepen its culture of learning, using measurement and communication to steer all programs toward a shared vision of engagement as the organization's driving curatorial value---providing artistic experiences that are relevant to Los Angeles' diverse communities and aligned with its fundamental civic responsibility as stewards of public funding and public space.

TMC Arts aims to improve upon the organization's ability to use data to assess whether programs (both individually and at a division-wide level) are achieving their intended impact, to support communication and storytelling about the value of programming, and to inform strategic and programmatic decision-making on a regular basis. TMC Arts has been working with an external consultant to develop an impact measurement framework that encompasses all of our programming, and which emphasizes its community and social impact.

With this critical piece in place, the organization is establishing an internal Learning and Evaluation Specialist role. This is a new, full-time position. The **Learning and Evaluation Specialist** (hereafter, "the Specialist") will guide TMC Arts' work to operationalize this new impact measurement framework, while also conceiving of and leading additional work to build out audience/participant research and a data collection program and continue to deepen the organization's culture of learning. This position will require hands-on experience conducting quantitative and qualitative research and managing audience data, as well as an exceptional ability to collaborate and communicate with internal stakeholders throughout TMC Arts.

Reporting to the Senior Civic Strategist, the Specialist will work in close collaboration with the Executive Vice President of TMC Arts, interfacing with all TMC Arts departments (Grand Park, Education, Spotlight, Digital Innovation, Producing, and Dance/Dancing) as well as with The Music Center's Advancement and Marketing and Communications staff.

PRINCIPAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Collaborating with program teams to develop survey instruments and other data-collection tools that both align with our impact measurement framework and address the specific needs and objectives of the program teams.
- Collaborating with program teams to identify and implement cost-effective, methodologically sound data collection practices.
- Managing data collection and storage, including identifying and developing opportunities to make data more accessible to program teams.

- Analyzing quantitative and qualitative data about our audiences and program participants.
- Collaborating with program teams, TMC Arts' senior leadership team, and TMC's Marketing and Development teams to interpret data about our audiences and program participants and draw out insights that can inform strategic and programmatic decision-making.
- Regularly refreshing our impact measurement framework, including updating key outcomes and indicators.
- Identifying and developing other opportunities to improve our processes for collecting, managing, and interpreting audience/participant data and applying it to strategic and programmatic decision-making.
- Identifying and developing other opportunities to deepen our culture of learning.

QUALIFICATIONS AND REQUIREMENTS:

- Be a self-starter who is both detail-oriented and a big-picture, strategic thinker.
- Must have 3+ years' experience conducting audience research and impact measurement projects, from start to finish, in an arts & culture context.
- Must have 2+ years collecting data for both ticketed and non-ticketed programs, and for both in-person and virtual programs.
- Possess exceptional interpersonal skills, forging strong relationships with TMC Arts staff in all departments and at all levels, as well as with our Marketing and Development colleagues.
- Possess exceptional written and verbal communication skills, able to clearly translate and present evaluation, research, and data concepts to non-evaluators.
- Possess strong project management skills, including being able to determine the appropriate processes, workflows, and timelines to accomplish projects and to meet deadlines without issue.
- Be passionate about advancing equity and anti-racist values, both in the arts & culture field and in the evaluation & research discipline.

PLEASE NOTE

Currently, the position is working remotely; however, a return to the office environment at some level will be required based on the responsibilities of the position.

VACCINATION POLICY

The Music Center requires its employees to be vaccinated against COVID-19, subject to certain exemptions as required by law. New hires working at The Music Center must be fully vaccinated no later than 60 days after hire and until they are fully vaccinated will be required to submit weekly proof of negative laboratory COVID-19 test and submit to additional masking and social distancing requirements. Please contact The Music Center's Human Resources Department for a copy of the vaccination policy.

SALARY: \$60-70K annually, commensurate with experience. This is a full-time exempt position; compensation package includes health and welfare benefits, paid vacation, and sick days, 401(k) plan with employer contribution.

HOW TO APPLY:

To be fully considered for the position, please submit a cover letter, resume, and salary to Jobs@MusicCenter.org or fax (213) 972-0721. **INCOMPLETE SUBMISSIONS WILL NOTE BE CONSIDERED**

EQUAL OPPORTUNITY EMPLOYER