

Position Title: Program Manager



Reports To: Program Director or Executive Director

Employment Type: Full-Time

Location: Japanese Canadian Cultural Centre, 6 Sakura Way, Toronto, ON

Working Hours: Includes evenings and weekends as required

Position Overview

The Program Manager is a key leadership role responsible for ensuring the strategic development and operational excellence of the Japanese Canadian Cultural Centre's (JCCC) public programming. Reporting to the Program Director (or Executive Director in the absence of a Program Director) and supervising a team of Program Coordinators, the Program Manager leads the planning, execution, and evaluation of a diverse portfolio of cultural initiatives, including festivals, classes, workshops, and community events. This role supports cross-departmental coordination, ensures alignment with organizational goals, and sustains strong relationships with instructors, artists, and community stakeholders.

Key Responsibilities

Program Oversight

- Provide strategic oversight for all JCCC programming, ensuring alignment with mission and strategic goals.
- Supervise the Program Coordinators including assignment to public and rental events.
- Promote a culture of creativity, inclusion, and autonomy across programming teams.
- Monitor and evaluate program delivery to ensure quality and public relevance.

Support for Classes and Events

- Work with the Audience team to ensure effective delivery of martial arts and cultural classes.
- Address structural and operational issues affecting program quality and participation.

- Review program performance and student/instructor feedback.

Strategic Integration and Coordination

- Ensure programming is coordinated with Audience, Story & Brand, and Heritage teams.
- Represent programming interests in cross-departmental initiatives and strategic planning.
- Guide the development of new programming models that respond to emerging community needs and cultural discourse.

Communications and Branding

- Oversee and collaborate on the development of public-facing content for program promotion.
- Ensure consistent tone, voice, and brand alignment across programming collateral.
- Support the Story & Brand team in gathering program documentation and storytelling assets.

Human Resources and Leadership

- Participate in hiring and onboarding processes for Program Coordinators.
- Conduct performance evaluations and provide mentorship to direct reports.
- Cultivate a collaborative team culture with a focus on autonomy, clarity, and learning.

Fundraising and Development

- Identify funding opportunities to support innovative program initiatives.
- Collaborate with the Engagement Lead on program-related grant applications.
- Provide strategic input to the Fundraising Committee regarding programming priorities.

Qualifications

Education and Experience:

- Post-secondary education in Arts Administration, Cultural Management, Education, or a related field.
- 7+ years of experience managing multidisciplinary cultural or arts programming.
- Proven success supervising and mentoring staff within a cultural organization.

Skills:

- Strategic thinker with demonstrated leadership and project management capacity.
- Excellent communication skills (written and verbal).
- Strong organizational and analytical skills.
- Ability to navigate complexity and change while supporting teams to remain grounded and effective.
- Japanese language proficiency preferred

Position Title: Program Director



Reports To: Executive Director

Employment Type: Full-Time

Location: Japanese Canadian Cultural Centre, 6 Sakura Way, Toronto, ON

Working Hours: Includes evenings and weekends as required

Position Overview

The Japanese Canadian Cultural Centre (JCCC) seeks a **Program Director** to lead the conception, design, and delivery of its festivals, exhibitions, residencies, performances, and other time-bound cultural programs. Reporting to the Executive Director, the Program Director holds responsibility for program vision, budgets, and impact, ensuring that JCCC's programming is financially sustainable, culturally resonant, and inclusive.

This position begins with a **12–18-month term as Program Manager** (covering a maternity leave), managing staff and delivering the existing program slate. After this term, the role transitions into **Program Director**, taking on long-term program strategy, profit & loss accountability, and senior leadership responsibilities.

Scope and Boundaries

- **Programs:** All fixed-term events and initiatives with a defined start and end date (e.g. festivals, exhibitions, residencies, performances, workshops, conferences).

Reporting & Team

- Reports directly to the **Executive Director**.
 - Works closely with peer lead in **Audience Experience** and collaborates with **Heritage** and **Story & Brand** teams.
 - Supervises **Program Manager, Program Specialist, and four Program Coordinators**.
 - Oversees contractors, artists, and volunteers as needed.
 - Engages with board committees on program matters.
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Key Responsibilities

Program Leadership

- Design, develop, and deliver innovative programs that balance tradition, contemporary practice, and community participation.
- Identify emerging opportunities and experiment with new formats that expand JCCC's reach and relevance (including digitally).
- Embed equity, accessibility, and inclusion across all programming.

Financial Stewardship

- Hold responsibility for program **profit and loss**.
- Develop and manage budgets; monitor revenue and expenses; ensure sustainability.
- Collaborate with Engagement Lead on sponsorships, grants, and fundraising tied to programs.

Partnership Development

- Build and sustain cross-sector partnerships with artists, community groups, universities, cultural organizations, and funders.
- Act as a visible ambassador for JCCC's programs within Toronto, Canada, and internationally.
- Cultivate collaborations that bring resources, expertise, and audiences to JCCC.

Team Leadership & Coaching

- Supervise program staff, ensuring clear goals, accountability, and support.
- Mentor coordinators and specialists, building capacity for high-quality program delivery.
- Model a collaborative, creative, and solutions-oriented culture.

Evaluation & Reporting

- Define program success measures (attendance, diversity, impact, financial results).
- Lead evaluation and integrate learning into future cycles.
- Provide regular updates to the Executive Director and Board.

Qualifications & Attributes

- 7–10 years of progressive leadership in cultural programming, arts management, or related fields.
- Proven track record in **budget management, P&L responsibility, and meeting ambitious targets.**
- Demonstrated success in **partnership development** across sectors.
- Experience designing and delivering programs for diverse communities (youth, elders, newcomers, multigenerational audiences).
- Strong supervisory and coaching skills.
- Entrepreneurial sensibility: energized by problem-solving, spotting unseen opportunities, and piloting new approaches
- Strategic thinker with the ability to operate autonomously within a shared vision.
- Excellent oral and written communication; persuasive and confident in public settings.
- Knowledge of Japanese culture and Japanese Canadian heritage is an asset.

Compensation

- **Program Manager (12–18 months, maternity coverage):** \$70,000 annually.
- **Program Director (upon transition):** \$90,000 annually.
- Benefits package in line with JCCC staff policies.

About the JCCC

The Japanese Canadian Cultural Centre’s vision is to enrich lives globally through the celebration of Japanese culture and Japanese Canadian heritage. As a hub of cultural programming, heritage preservation, and community connection, the JCCC fosters belonging, creativity, and friendship through culture.

To apply, please send your cover letter and resume to jerroldm@jccc.on.ca with the subject line “Program Director”

Application deadline: October 15, 2025