



Candidate Information Pack

Head of People & Culture



Norwich
Theatre

“Our profound belief is to inspire a sense of magic in all those who see our performances, take part in our activities, work here, or just spend time in our buildings”



WELCOME



Thank you very much for your interest in coming to join our team here at Norwich Theatre and we hope that you will enjoy what you read within this recruitment pack and be encouraged to get in touch with us.

Over recent years Norwich Theatre has seen a significant period of change – some of our own choice and some as a result of the pandemic. However, setting all of this aside, one thing has remained constant for me and that is the unwavering commitment to our core mission of bringing people together to share in creative experiences.

This mission is the life-blood of our organisations and the things that drives me and our whole team. It also powers our future journey forward which will be an exciting one and will one that I hope you will be keen to join.

Thank you again for your interest in the role I wish you the very best should you choose to proceed with engaging with us.

Handwritten signature of Stephen Crocker.

Stephen Crocker
Chief Executive & Creative Director

ABOUT US

Norwich Theatre is one of the leading arts organisations in the UK and the largest in the East of England, presenting a vibrant programme of live performance and creative engagement activities to entertain, enrich and inspire audiences of all ages and backgrounds.

We are a creative force and culture hub at the heart of Norwich and Norfolk, working with local, national and international partners to create and share extraordinary theatre experiences as well as host the best touring productions the UK and the world have to offer.

Every year, over 500,000 people visit our venues, Theatre Royal, Playhouse and Stage Two. Whether you watch a show, take part in our activities or relax in our restaurant and bars, these spaces are for you. Additionally, as part of a major digital transformation to future proof our programmes and buildings, in 2021 we have established a Digital Stage which allows us to work with a broader range of artists, reach out to and engage with a wider and more diverse audience.

We are an independent not-for-profit charity with no regular public funding, and rely on a share of ticket sales, one-off grants, fundraising/membership schemes and other commercial activities to deliver the work we do. Any surplus funds generated each year are reinvested into our artistic and creative programmes and support our work with the community to keep inspiring future generations.

At the core of our organisational values is a profound belief that we should;

“inspire a sense of the magic of theatre in all those who work here or who visit to see our performances, take part in our activities or spend time in our buildings.”

A commitment to brilliant experiences underpins everything we do and shapes how we work as a team, the partners we work with and the way in which we welcome our visitors. Fundamentally, we believe that our work and our buildings should be for everyone.

At Norwich Theatre, we believe in the power of arts and culture to nurture society and regenerate communities. As a creative force and cultural ambassador for Norwich and Norfolk, we deliver inspiring and wide-reaching artistic programmes both on and off our stages. We work with established and early career artists/theatre-makers/companies from all backgrounds and disciplines to create and present bold and ambitious artistic projects and creative experiences.

Sitting alongside our artistic programme, our creative engagement activity is crucial to achieving our vision as it connects with an exceptionally diverse mix of people, it encourages creative development and supports social and emotional wellbeing. Every year, more than 5,000 people of all ages and backgrounds engage with our award-winning Take Part programme and flagship community engagement series Creative Matters.

OUR VALUES

Creativity

We nurture our own creativity, apply our creative skills to everything we do and respect the value of all forms of creative experience

Impactfulness

We deliver our work focussed on achieving positive impacts for the people and places with which we engage

Honesty

We are open and honest with ourselves and all those with whom we work

Kindness

We lead with kindness when working together and with others

Inclusivity

We listen carefully and always strive to co-create to ensure that we hear the most diverse range of voices and actively break down real and perceived barriers

Bravery

We are not afraid to challenge ourselves and actively embrace experimentation and innovation in pursuit of our vision



DIVERSITY & INCLUSION

Theatres should be places which reflect and embrace the diversity of the world we live in, but still so many stories are left untold. We are a Theatre of Sanctuary and believe we have a responsibility to use our platform to create a safe environment for all members of our community to come together and to champion creative voices from all backgrounds.

We are committed to long-lasting and meaningful change, and always willing to re-examine and challenge our practices and ways of thinking in order to develop creative programmes, practices and policies that support, foster and develop a culture of equality and inclusion both on and off our stages.

We are actively engaged in becoming a more open organisation by creating opportunities for transparent and safe discussions amongst our peers and colleagues and by using our platforms to amplify marginalized voices.

We particularly recognise the under-representation in our workforce of people from the Trans community, people with disabilities as well as Black, Asian and global majority people. We are also mindful that fair access to working in the arts remains one of the most urgent issues facing our sector today, with those from lower socio-economic backgrounds still vastly underrepresented amongst the artists and employees of UK theatres.

We are committed to addressing this under-representation and welcome applicants from these backgrounds, identities and experiences.

SUSTAINABILITY

As the largest arts organisation in the region, we are aware of our role in trying to minimise our impact on the environment and the importance of championing/ influencing change. We recognise the need to embed environmental awareness across all our departments to ensure we can continue to work for generations of artists/performers and audiences to come.

We have worked closely with creative environmental charity Julie's Bicycle to develop and implement a carbon and energy reduction programme across our three venues.

Since recording our data in 08/09 we have reduced our carbon footprint by over 70% in some areas:

- 76% energy per performance
- 79% of waste is now recycled and doesn't go to landfill
- 50% reduction in gas and electricity use over the last two years
- Reduction in our water usage

WHY JOIN OUR TEAM?

You can

- Support us to make a huge difference to the lives of people within our community through the work we do on and off our stages.
- Work in a creative environment that is a key part of our city, county and regional cultural offer.
- Be part of our fantastic culture with people who are incredibly skilled, experienced and passionate about what they do.

Benefits, Flexibility & Wellbeing

Here are the things that we offer to our people:

Learning culture

- Ongoing training and development support both internally and externally.
- Professional membership subscription support.
- Genuinely inclusive culture which embraces open two way communication through various forms such as;
 - Forums
 - Steering Groups
 - Regular feedback surveys and 'Pulse Checks'
 - Regular organisational updates
- Opportunity for internal job shadowing.
- Internal & External Coaching and Mentoring Support.

Health & Wellbeing

- Focus on ensuring all our people are able to enjoy a healthy work / life balance supported by our health and wellbeing offering
- Subsidised wellbeing events and activities throughout the year
- Access to an Employee Assistance Programme
- Corporate Gym Discounts

Theatre Perks

- Access to complementary show tickets across all three of our stages
- Discounted show tickets
- Generous discounts in our bars and restaurants

Not forgetting

- Enhanced Employer Pension Contributions
- Flexible working
- Enhanced holiday allowances which increase with length of service
- Eye care vouchers
- And of course, free tea & coffee.

THE ROLE

Department	People & Culture
Reporting to	Chief Executive
Hours	37.5 hours (hours are worked to meet the requirements of the role and some evening and weekend work will be required)
Reports	People & Culture Advisor

The Head of People & Culture supports the Executive Leadership team, led by the Chief Executive, to embed and promote a healthy and values-based working culture across Norwich Theatre and oversees all elements of its engagement with its people, including staff, freelancers and volunteers.

Leading the People & Culture Team, the Head of People & Culture is a central support on employee relations providing pragmatic and flexible guidance to support managers in meeting their objectives. The role also acts as an ambassador for the Norwich Theatre's values and drives forward key strategic agenda in relation to developing our people and how we work with our people.

Main Purpose of the Role

- To support the ongoing development and implementation of the People & Culture strategy, to include strategic objectives relating to Diversity & Inclusion, Learning & Development and People Engagement.
- Proactively deliver technical expertise on all HR matters, providing advice and guidance to the leadership team, as well as all employees across all departments.
- To support, influence and work collaboratively with our Directors, Heads of Departments and Managers to support a healthy workplace culture.
- Support our leaders across the organisation to embed best practice in our processes and ensure compliance with the latest employment legislation.
- Be a champion and lead on Health & Wellbeing initiatives across the organisation.
- To support the Chief Executive and Executive Leadership Team in the ongoing cultural development of the organisation.

KEY RESPONSIBILITIES

Strategy

- Support the Leadership Team to deliver a robust and future-proofed people and culture plan which supports the organisation to identify, implement and deliver its business plan
- Support the Executive Leadership Team in the development and delivery of the organisation's people and culture agenda, including talent acquisition, diversity and inclusion, learning and development, employee engagement, compensation and benefits, performance and talent management.

Recruitment, Retention & Engagement

- Ensure the successful delivery of the end-to-end employee lifecycle:
 - Ensure we are compliant with the latest employment law and carrying out the required pre-employment checks.
 - Provide advice and Recruitment Training to Managers.
 - Support interviews as required.
 - Develop, lead and manage the on boarding and induction of new starters.
 - Carry out exit interviews and analyse trends and provide recommendations on how to improve or address identified issues or concerns.
- Support Managers & Employees to embed the organisation's values, drive positive change and employee engagement.
- Develop and drive employee engagement initiatives such as employee surveys and the review of employee feedback and data and support the Executive Leadership team to develop and deliver improvements, with the aim of creating a supportive working environment and engaged culture.

Talent & Performance Management

- Provide advice and support to Managers to enable them to successfully implement the performance management process enabling them to develop and retain talent and to address and proactively manage poor performance.
- Ensure effective training and development plans are implemented and supported across the organisation at all levels.
- Deliver training and advice that empowers Managers to create and sustain high performing teams that demonstrate our organisational values.

Health & Wellbeing

- Be a champion and lead on successfully implementing a health and wellbeing offering that meets the needs of the organisation and supports our people and culture strategy.

Employee Relations

- Provide appropriate and pragmatic advice and, where appropriate, direct support to managers on all employee relations issues to minimise risk to the organisation including, absence, grievance, disciplinary and appeal.
- Identify and implement solutions to any trends in employee relation issues.
- Proactively advise and upskill managers on the latest employment law and best practice.

Policies and Procedures

- Oversee the ongoing development and review of company policies in line with current legislation.
- Recommend new policies and procedures and support their implementation.
- Create, maintain and promote a company handbook.
- Oversee the induction and exit processes.

Monitor & Evaluation

- Provide up to date reporting information on key people metrics, such as absence trends, retention, recruitment, etc and make recommendations based on key people metrics to help us to improve within those areas.
- Conduct annual salary surveys and benchmarking.
- Conduct employee engagement and satisfaction surveys.

Organisational change

- Support our leadership team to review and implement appropriate workforce planning including team structures and job role design, ensuring we comply with the latest employment law and best practice.

Training

- Support the design, delivery and facilitation of a wide range of training and development sessions for people across the organisation.
- Identify relevant training interventions and successfully communicate and roll out an agreed training plan which meets the needs of the departments and wider organisation.

HR Admin & System

- Continuously review and develop our HR administration processes to ensure we are providing the most effective and streamline process to our employees and managers.

Personal Development

- Maintain up to date knowledge of the latest employment law and best practice.
- Continue to develop own skills and knowledge through networking, training and self-learning.

Organisational Wide Responsibilities

- To demonstrate and promote our core values;
 - “To inspire a sense of the magic of theatre” to both your colleagues and anyone who visits us to see our performances, take part in our activities or spend time in our buildings.
 - To support and contribute to our commitment to provide brilliant experiences. This underpins everything we do and shapes how we work as a team, the partners with whom we work and the way in which we welcome our visitors.
- To maximise the opportunities for inclusion throughout the theatre’s activities
- To actively support the theatre’s ambitions to reduce its impact on the environment
- To comply with all theatre policies including Safeguarding, Equal Opportunities, Health and Safety, ICT, Data Security and Protection
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation.

This description is not exhaustive & may change to meet the needs of the business as the strategic vision for the department & organisation evolves. The post holder may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.

Additional Requirements

- This position requires the applicant to have and maintain a clear DBS check.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge	<ul style="list-style-type: none"> • A strong working knowledge of the latest employment, case law and best practice processes • Experience working at Head of or HR Manager level, providing advice on complex employee relations issues • Experience of leading and managing organisational change processes • Experience of influencing key decisions 	
Attributes	<ul style="list-style-type: none"> • Ability to demonstrate and lead on the values, initiatives and culture of the organisation • Ability to manage diverse personalities and viewpoints • Emotional intelligence • The ability to build relationships and collaborate with others at all levels • Confident in challenging others and presenting own views and opinions 	<ul style="list-style-type: none"> • Interest and passion for the Arts & Theatre
Skills	<ul style="list-style-type: none"> • Ability to work using own initiative • Collaborative working approach • Excellent communication skills both verbal & written • Excellent attention to detail • Efficient • Resilient • Conscientious • Excellent Time management skills • Ability to prioritise competing demands • Strong IT Skills and competent in the use of Microsoft word, excel & powerpoint • Ability to analyse data 	
Qualifications	<ul style="list-style-type: none"> • Degree level HR qualification or equivalent experience • CIPD Professional Membership 	

FURTHER INFORMATION

Please visit our website norwichtheatre.org for further information and where to find each of our venues.

If you would like to arrange an informal and confidential discussion about the role, please contact applications@norwichtheatre.org

Data Protection

All applications will be processed in accordance with General Data Protection Regulations (GDPR). All applications will be held for a period of six months for the purposes of consideration for future roles, after which point they will be securely destroyed. If you do not wish for your application to be held for this duration then please notify us by emailing; hr@theatreroyalnorwich.co.uk

Equal Opportunities

We seek to employ the most skilled candidate for every job and will treat all employees and job applicants equally throughout the selection process. All employees or potential employees will receive support if needed and adjustments made, and will be considered on the basis of their merits and suitability for the post measured against the job description and person specification.

