

# Citizens Theatre

## Job Description

<b>Role:</b>	<b>People Advisor</b>
<b>Responsible to:</b>	<b>Executive Director</b>
<b>Responsible for:</b>	<b>n/a</b>
<b>Key Relationships:</b>	<b>Production Administrator, Managers</b>

### Purpose of the Role:

The People Advisor is a new role, responsible for supporting the full remit of the People and Culture function. You will be the first stop for advice related to people for our team and managers, giving pragmatic advice and practical support. You will help managers ensure that all staff and freelancers are recruited, contracted, managed, supported and challenged consistently and appropriately, and will coach managers to deliver across these areas. You will lead the recruitment of new staff, and work with managers to develop new ideas for finding and attracting the best talent and for achieving greater workforce diversity.

As we return to our building after a major redevelopment and begin to expand our staff team, we will be implementing new HR Information Systems to automate many of our processes. You will lead on this project, with support from colleagues, and will be responsible for ensuring that all administrative tasks and data collection/compliance related to the people function are in place.

You will have the opportunity to work with the Executive Director and Senior Leadership Team to set and implement the People and Culture strategies, including EDI, collaborative working, wellbeing and professional development, helping to build and grow your career in a people advisory role.

### Responsibilities:

- Be the first point of contact for any HR/People queries
- Manage all HR/People administrative processes to ensure all data and records are accurate and up to date
- Lead on the project to automate HR processes through implementing a new HR Information System, and manage data in accordance with UK GDPR and our Privacy Notice
- Implement the HR Information System across the organisation, train staff and managers on its use, and support staff with any queries using the system
- Ensure we are using the HR Information System to its full potential, and work with managers and payroll to pull reports from the system
- Manage the full end-to-end recruitment processes using an applicant tracking system, and assist with manager queries such as shortlisting, arranging interviews and carrying out background checks
- Support the new starter process through coordinating paperwork, welcome packs and inductions, and carry out exit interviews
- Support managers by giving pragmatic advice, practical support and coaching where appropriate, including performance management, disciplinaries, grievances, absence and redundancy
- Manage the internal HR and Recruitment mailboxes, and respond to and action all tasks
- Work with the Executive and Senior Leadership Team to ensure all policies and procedures are up to date, legally sound and in line with best practice, and ensure consistent application and compliance with organisational policy, systems and procedures across the organisation

- Work with the Executive and Senior Leadership Team to develop strategies and processes to support employee consultation and engagement, collaborative working, wellbeing and professional development

## **Organisational Commitments:**

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety and Safeguarding Policies
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

## **Person Specification:**

### **Essential**

- CIPD Level 3 Qualification, or equivalent professional experience with commitment to complete CIPD
- Experience of providing HR support within a similar sized organisation as an HR Officer or HR Advisor
- Good working knowledge of employment and data protection law in Scotland and UK
- Experience of coaching and supporting managers throughout the employment life cycle, and managing employment relations procedures
- Excellent people skills, and the ability to build relationships with a wide range of people
- Ability to work collaboratively and assertively across the organisation using negotiation and influencing skills, and manage demanding stakeholders calmly and with professionalism
- Ability to design clear and fair company policies and procedures
- Excellent written and communication skills, with a high level of accuracy in English, applying appropriate tone of voice
- Excellent IT skills, with confidence using MS Office Systems (Word, Excel, Forms etc)
- Strong numeracy and budget management skills, and the ability to use software to analyse and interpret data
- Excellent time management and organisational skills with the ability to work independently, self-motivate and use initiative to meet deadlines
- Excellent information management skills, including logical and clear physical and digital filing systems
- Practical and logical, with the ability to solve problems quickly and effectively

### **Desirable**

- CIPD Level 5 Qualification, or equivalent professional experience
- Experience of working with unions or other staff representative groups

- Understanding of employment within a performing arts, events, culture or heritage environment

### **Terms & Conditions**

Salary:	£34,000-£36,000
Hours:	35 hours per week, Mon-Fri, typically between 10am and 6pm.
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	20 days per year, plus 9 public holidays, rising to 22 days after 3 years, and 25 days after 5 years
Pension:	Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 8 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS Colleagues are currently working from home while we complete a major redevelopment of our building, with an expected return to the theatre in summer 2025. On return to the building we anticipate introducing a hybrid working policy, with a weighting towards office working.

### **Benefits:**

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and development opportunities

## How to Apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact [recruitment@citz.co.uk](mailto:recruitment@citz.co.uk) and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team, and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure, and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

**Please send your CV and cover letter (two pages max) by email to: [recruitment@citz.co.uk](mailto:recruitment@citz.co.uk).**

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

**Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).**

If you require an alternative way to make your application, please contact [recruitment@citz.co.uk](mailto:recruitment@citz.co.uk) to discuss a suitable format.

Response time for applications: we aim to get back to you within **five working days**.

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.