

SOUTHBANK CENTRE

Job Description

Post:	Head of Culture, Learning & Inclusion
Department:	People & Culture Team
Reports To:	Director of People & Culture
Reports:	Internal Communications & Engagement Manager, Learning & Development Manager and Learning & Engagement Coordinator
Closing Date:	20 April 2026
Salary:	£70,000 per annum

About Southbank Centre

We're the UK's largest centre for the arts and a charity that is proud to bring millions of people together on London's South Bank. Our mission is to make a difference to the lives of artists, audiences and communities through the variety of our programming and spaces. We look after an 11-acre site, which includes the Royal Festival Hall, the Queen Elizabeth Hall, the Purcell Room and the Hayward Gallery.

If this role appeals to you and you want to work with us to make the Southbank Centre the world's most exciting centre for the arts, we would love to hear from you. We know that experience can look different for everyone and encourage you to share your relevant skills with us, whether they are from within the arts or gained in other sectors.

Role Overview

The Head of Culture, Learning & Inclusion leads on the ongoing development and delivery of Southbank Centre's strategies on Workforce Equality, Diversity & Inclusion; Learning & Talent Development, Culture Development, Internal Communications and Colleague Engagement. Driving measurable change through the delivery of these strategies, building colleague skills, capabilities and engagement and developing SC's employer brand as a welcoming, values-led and inclusive place to work.

The role partners with and builds trusted relationships with stakeholders, at all levels, from across SC and beyond. The role leads on the roll out of innovative internal programmes which support addressing systemic inequalities and ensure all SC colleagues work in a culture where everyone feels valued, has opportunities to develop and reaches their potential. Alongside the Head of People Operations and the Head of People Partnering, the role contributes to the overall management and direction of the People & Culture Team, headed up by the Director of People & Culture.

Areas of Responsibility:

Equity, Diversity and Inclusion

- Work closely with the Director of People & Culture and Executive Leadership Team to foster a culture of listening, education and action on workforce equality, diversity & inclusion (EDI).
- Review, refresh and lead on the delivery of the organisation's Workforce EDI Strategy and Action Plan.
- Bring expertise to devising and implementing development initiatives which address inequalities and create opportunities at all levels of the organisation, to build a Southbank Centre which reflects the audiences and communities we serve in London and beyond.
- In partnership with the Head of People Operations, contribute to the design of attraction and selection approaches, aiming to ensure that the organisation's recruitment policy and processes are fair and unbiased.

- Work with the Head of People Operations to ensure robust and comprehensive employee diversity, regular monitoring and reporting both for internal and external reporting, such as People Metrics on workforce representation, Gender Pay Gap and Ethnicity Pay Gap reporting.
- In collaboration with the Learning & Development Manager, co-ordinate/oversee the delivery of ongoing EDI training and awareness building internally, through workshops, reflective groups, recommended reading and self-directed study.
- Partner closely with People Operations and People Partnering teams to support an inclusive approach to SC's internal ways of working, processes and policies.
- Provide advice and support to senior and other managers on specific workplace EDI issues within their departments and across the organisation.
- Ensure that inclusion is embedded in our organisational approach to Internal Communication & Colleague Engagement and Learning & Development.
- Nurture, support and engage informal and formal colleague diversity networks to ensure robust and constructive feedback loops and sharing of ideas and best practice. Currently the formal networks which exist are Proud (for LGBTQIA+ colleagues), GEM (for Global Ethnic Majority colleagues), the Neurodivergence Network and Pure Class Groups.
- Build and maintain strong networks across the wider arts and cultural sector and to benchmark against best practice, in order to evolve the Southbank Centre's EDI commitments, actions and outcomes.
- Develop and grow new external relationships to advance work in workforce EDI and talent development for the Southbank Centre and the wider arts sector, for example with Clore Leadership and Creative Access.

Learning & Talent Development

- Oversee all aspects of Southbank Centre's learning and development offer, in collaboration with the Learning & Development Manager.
- Oversee the effective roll out of Reflect & Clarify (our annual appraisal process) and designing resources and frameworks to support performance and talent development.
- Develop and leverage the wider People Team, other internal teams and external providers/partners where needed to implement programmes which improve skills development, upward and lateral movement of colleague talent.
- Oversee the learning budget, working closely with relevant colleagues to ensure the costs of planned programmes are within budget, and assessing the return on investment of learning and development programmes.
- Develop relationships with key providers (e.g. apprenticeships, training, external delivery) and maintain these relationships, from procurement to delivery and evaluation.
- Consider and plan Southbank Centre's involvement in national apprenticeships and other externally focused development programmes, for example the Clore Leadership Programme. Where applicable, to oversee the work placements of external learners within the Southbank Centre.

Internal Communications & Engagement:

- Continue to build and maintain the internal Southbank Centre brand which reflects our tone of voice, values and celebrates and brings to life our culture, both internally and externally.
- Ensure that the organisation's vision, mission, strategy, values and behaviors continue to be communicated, promoted and adopted to maintain a positive, respectful and engaged internal culture.
- Support the Internal Communications and Engagement Manager in the delivery of messages to colleagues through a variety of internal communication channels, including All Staff meetings, internal newsletters, intranet, print and digital communications.
- Oversee the delivery of the Learning Lunch, Leadership Breakfast Series and other engagement initiatives in collaboration with key internal stakeholders, such as the Chief Executive.
- Oversee the cycle of colleague engagement surveys, results analysis and action planning.

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Head of Culture, Learning & Inclusion Person specification

Skills and experience required:

- Experience of designing and delivering Equality, Diversity & Inclusion policies, programmes and actions, training and/or policies and practices which have met their objectives and led to successful outcomes.
- A strong track record of nurturing a positive, engaged and purposeful internal culture.
- Experience of implementing programmes which have successfully retained and developed talent.
- An understanding of best practice in terms of learning and development programmes tailored to the needs of a creative arts organisation.
- Demonstrable strong communication, influencing and networking skills, including a track record of building a wide range of effective working relationships internally and externally to generate new ideas and design solutions collaboratively, taking in account a variety of perspectives.
- Ability to provide specialist advice and support to senior leaders, including when navigating situations where stakeholders hold multiple perspectives.
- Ability to manage a small specialist team to ensure everyone reaches their potential and performs their roles effectively.
- Empathy with the values and aspirations of Southbank Centre as well as a genuine interest in creating positive social change.
- Experience of project management, budget management and demonstrating organisational and planning skills.
- Track record of turning ideas into action.
- Comfortable with data and analytics and using data to drive evidence-based decision-making.
- Able to shift from strategic thinking to hands-on delivery.
- Able to work collaboratively and to initiate opportunities to partner with colleagues both internally and externally.

At the Southbank Centre we believe in our values:

Creating welcoming spaces

- Because upholding respect, safety and belonging is at the heart of vibrant teams and communities.
- This means us all taking responsibility for shaping and protecting a kind, compassionate and inclusive environment for others.

Making wonderful experiences together

- Because we all contribute to amazing artistic moments at the Southbank Centre.
- This means us all understanding and valuing the different parts we play in creating enjoyment and success.

Sparking new thinking

- Because different views and thought-provoking conversations inspire innovation, learning and growth.
- This means everyone having a desire to learn and being open to evaluating how they think and work.

Benefits & Perks:

As well as working at one of London's most popular and exciting sites the successful candidate will also benefit from the following:

- A min 5% employer's pension contribution (rising to 9% depending on your employee contribution) to a maximum contribution of 16% of salary, from day 1 of employment
- 28 days annual leave, plus bank holidays (pro-rata for part time employees)
- Hybrid working model (3 days office working, 2 days from home for full time employees)
- Enhanced sick pay
- Enhanced family leave benefits
- Up to 30% discounts at onsite retail, food and beverage vendors
- Staff ticket offers for Southbank Centre events
- Free entry to Hayward Gallery
- Free/discounted entry with other reciprocal arts and culture organisations
- Free staff yoga
- Free access to emotional support from a confidential specialist Employee Assistance Programme available 24/7
- Interest free season travel ticket and rental accommodation deposit loans
- Cycle to work scheme