

National  
Theatre



Job Pack  
People Coordinator  
Permanent

# About the National Theatre



## Our Purpose

**The National Theatre's mission is to make world class theatre that's entertaining, challenging, and inspiring – and to make it for everyone.** It aims to reach the widest possible audience and to be as inclusive, diverse, and national as possible with a broad range of productions that play in London, on tour around the UK, on Broadway and across the globe.

The National Theatre's extensive UK-wide learning and participation programme supports young people and schools through performance and writing programmes like Connections, New Views and Let's Play, while Public Acts creates ambitious new works of participatory theatre in sustained partnership with theatres and community organisations around the country.

The National Theatre extends its reach through digital programmes including NT at Home, a streaming service offering unforgettable plays available to watch anytime, anywhere, NT Live, which broadcasts some of the best of British theatre to over 2,500 venues in 65 countries, and the National Theatre Collection, which makes recordings of shows available to UK schools and the global education sector.

The National Theatre invests in the future of theatre by developing talent, creating bold new work, and building audiences, partnering with a range of UK theatres and theatre companies.

# About the People Department



The make-up of the National Theatre's workforce is broad, consisting of permanent, fixed term and casual staff, sub-contracted staff, and freelancers. We employ circa 1000 permanent staff and circa 2000 freelance or contracted workers within the NT at any one time.

The People Team provide advice, guidance and support to all National Theatre staff, line managers and senior leaders on people policies; terms and conditions of employment; recruitment and selection; performance management; staff engagement; diversity and inclusion; trade union and employee relations; discipline, grievance, and capability processes; and training and career development.

We pride ourselves on providing a customer-focused, flexible, and agile service and aim to support and facilitate an open and inclusive culture where all staff can thrive.

# Job Description

# People Coordinator

**Contract Type:** Permanent

**Hours:** 35 hours per week. Although additional hours may be necessary to fulfil the post's requirements

**Salary:** £29,180 per annum

**Responsible to:** People Operations Manager



## Purpose of the Role

As our People Coordinator you will be the first point of contact for People related queries maintaining a positive, proactive, and outward-facing operational service in a fast-paced environment.

Delivering excellent day to day administration for the full employee lifecycle including payroll and recruitment this role undertakes a broad range of administrative activities working in close collaboration with colleagues across the National Theatre.

Contributing and supporting process improvement this role works alongside other People Coordinators to deliver an exceptional People service.

## Duties and Responsibilities

- Act as the main point of contact for employee queries, providing a supportive service, dealing with a range of general first line People enquiries and support, managing the People inbox.
- Collating all People and payroll documentation and inputting all information relating to new starters, leavers and any changes to terms and conditions onto the People/payroll system on a weekly and monthly basis, meeting the processing deadlines for 3 different payroll runs.
- Maintain and update the People System and digital filing systems timely and accurately.
- Issuing contract extensions, contract amendments and letters to Permanent, Fixed Term and Casual staff.
- Ensuring that new employees receive all relevant new starter documentation and that offers and contracts are issued prior to employment commencing.
- Manage and maintain right-to-work checks to ensure compliance with immigration requirements to include supporting visa applications and renewals.
- Manage and maintain pre-employment checks to include, references and DBS applications.
- Attend and support in-person onboarding events and activities across the National Theatre.
- Administrate and maintain employee benefits applications
- Coordinate the probationary period review process ensuring all reviews are completed on time and relevant paperwork is issued.
- Plan administrative activity to ensure tasks are delivered on time.
- Support with communicating people process and procedures across the organisation.
- Supporting with continuous improvements to ensure processes are efficient, compliant and deliver exceptional service.
- Any other duties as reasonably required.

The key responsibilities are a guide to those required when starting the role with The National Theatre. You may be required to carry out responsibilities outside of these and if this is the case, we will discuss this with you. In addition, if there are changes required to the role these will be discussed with you as and when they arise.

## Person Specification

- Experience of working in a busy administrative environment.
- An understanding of HR/People administrative processes and practices.
- Experience of working effectively under pressure with an ability to maintain meticulous attention to detail.
- Experience of using an HR system to support tasks and working within defined processes.
- Experience of communicating confidently in a clear and professional way with colleagues across an organisation; in person, remotely and in writing.
- Experienced with prioritising conflicting demands and managing stakeholders effectively.
- Experience of using Microsoft 365 applications including, Word, Excel, and PowerPoint.
- Excellent time management skills with experience of organising and delivering multiple tasks to completion successfully.
- Experience of working collaboratively with colleagues towards a shared output.
- An understanding of data protection and handling confidential information.
- Proactive approach to identifying process improvements and supporting change.

## Recruitment Process

**Link to apply:** <https://jobs.nationaltheatre.org.uk/>

**Closing date:** Friday 17<sup>th</sup> January 2024 at 12 noon

**Interviews:** Week commencing 27<sup>th</sup> January 2024

**Further queries:** [recruitment@nationaltheatre.org.uk](mailto:recruitment@nationaltheatre.org.uk)

*Unfortunately, we are unable to progress an application for this role if you do not currently have (or would be able to obtain) an ongoing right to work in the UK. We cannot sponsor candidates under a work visa for this role because the role is ineligible for sponsorship under the UK government's requirements for the Skilled Worker visa route. If you have any queries or would like to discuss this matter further, please contact [recruitment@nationaltheatre.org.uk](mailto:recruitment@nationaltheatre.org.uk)*

## Benefits

- Complimentary staff tickets for shows and guided tours, subject to availability and policy
- 25 days annual leave increasing up to 32 with length of service (plus bank holidays)
- Training and Development Programme via e-learning platform, and specialist in-person training relating to role
- Hybrid and flexible working, subject to agreement and policy
- Access to interest-free season ticket loan and cycle scheme partnership
- Generous sick pay
- Family Friendly policies including Family leave and Support leave.
- Family-friendly employer – we are a member of Parents and Carers in the Performing Arts (PiPA)
- Pension schemes with Legal & General and NEST
- Sabbatical option, subject to agreement and policy
- On-site staff canteen and social facilities
- On-site occupational health support
- In-house mental health and wellbeing advisors providing workplace counselling and support
- Wellbeing programme of events, including mental health awareness, financial wellbeing, skills sharing and opportunities to get active
- Exclusive staff talks to hear more about NT productions, past and present, from leading practitioners
- Discounted access to National Theatre at Home

- Volunteer leave – one paid day per year to volunteer for your chosen charity
- Discounts in the NT's bars, cafés, restaurants, and bookshop, as well as in local businesses (from Wagamama to gyms), on and around the South Bank
- Access to retailer discounted gift cards and a cash-back-on-spending card

## Staff networks and communities:

The National Theatre has five staff networks:

[Disability Network](#)

[LGBTQ+ Network](#)

[Amplified: Network](#) for the Global Majority

[Women's Network](#)

[Parents and Carers Network](#)

The networks are run voluntarily by our staff.

**We support and encourage people from a variety of backgrounds, experiences and skill sets to join us and help shape what we do. As users of the disability confident scheme, we guarantee to interview disabled applicants who meet the essential criteria for our vacancies.**

If you would like to speak to someone about any adjustments or concerns you may have about the application or interview process, you can email [recruitment@nationaltheatre.org.uk](mailto:recruitment@nationaltheatre.org.uk) and we will be in touch with you to make the necessary arrangements.

People Department 2024



