

National Theatre



Job Pack

People Operations Manager
Permanent

About the National Theatre



Our Purpose

The National Theatre (NT) makes theatre that entertains and inspires using its creativity, expertise and unique reach.

We share unforgettable stories with millions of audience members across the UK and around the world – on our own stages, on tour, in schools, on cinema screens and streaming at home.

World-leading artists make their best work at the NT with the widest possible audience and impact.

We invest in talent and innovation on stage and off. We take seriously our role as the nation's theatre. Of the new productions we develop each year with a wide range of theatre companies, a third of that R&D resource is dedicated to shows staged at theatres outside London.

Through touring our work to local theatres and schools and nationwide education and community programmes, we are active in 71 of the 109 levelling up priority areas in the UK.

A registered charity with deeply-embedded social purpose, the NT works with hundreds of schools and communities across the UK to spark imagination and inspire creativity, and to develop skills and pathways for careers in theatre.

Our key objectives as we look to the next five years are towards economic, environmental and social sustainability, upholding a culture that aims to take care of our people and the wider world.

Our Values

The values that guide us.

Make a positive impact, striving to make the world a better place through theatre.

Bring your passion, applying energy and expertise to achieve the highest standards.

Collaborate to create, bringing ideas to life through teamwork and forging connection.

Empower each other, working to build and uphold an inclusive and equitable culture.

Act with confidence, with the courage to make clear, intentional decisions that support our shared vision.

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.

Contract Type: Permanent

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

Salary: £47,250 per annum

Responsible to: Deputy Director of People

Responsible for: People Adviser (Systems)

People Coordinators



Purpose of the Role

The People Operations Manager will lead and manage the People Operations function and be responsible for the design, improvement and delivery of all people processes and experiences including transactional HR processes, on-boarding. A key part of the role is the continued development and delivery of HR functionality of NT People, the NT's workforce system. You will ensure a high level of customer service and work closely with the Payroll Team.

You will also lead on data and reporting both internally and externally. You will develop the provision of accessible and understandable HR related data to the People team and wider organisation.

Duties and Responsibilities

- Lead the development of NT People and continuous improvement review of all people systems recommending enhancements that would result in improved and efficient processes
- Lead, coach and develop the HR Operations Team ensuring they deliver a consistently high level of customer service, monitoring and addressing SLAs as needed.
- Oversee the timely and accurate completion of critical people processes such as new starters, contract changes, leave and absence management, rehires, and leavers.
- Develop and establish SLAs for all people processes, consulting and agreeing with key stakeholders.
- Ensure prompt responses to employee enquiries to the People email inboxes and provide resolution within to be established SLA's.
- Drive process standardisation and improvement within HR Operations. Creating operational workflows that enable the team to effectively manage transactional volumes.
- Address complex enquiries that require cross-functional support and/or solutions.
- Responsible for the annual reporting of key submissions including the Gender Pay Gap report and contribution to salary surveys.
- Act as key point of contact for the Payroll and Pension team, ensuring the HR Operations team performs all tasks required to meet payroll deadlines.
- Act as key point of contact with the departmental admin teams, ensuring the all people process run smoothly between the teams.
- Be accountable for data integrity and compliance in HR systems and ensure appropriate audit controls are in place and consistently followed.
- Lead on the development of KPIs and dashboards for the People department and the use of analytics to improve the services delivered.
- Act as a lead for operationalising improvements to people processes and procedures and advising on the implementation of agreed changes.
- To be a level 1 user and key contact in respect to UK Visa and Immigration service
- Maintain and expand relationships with all functional teams throughout the National Theatre, ensuring consistency in the use of People management software encouraging colleagues to maximize the use of the system, including the delivery of user training.
- To work with the Deputy Director of People on ad-hoc projects as required, in response to the needs of the organisation.
- To comply with the National Theatres' Equal Opportunities and Health and Safety policies at all times
- Any other duties as reasonably required, commensurate with the level of the position.

Person Specification

- CIPD Level 5 Diploma qualification or equivalent experience.
- Experience of working in a management or supervisory role with responsibility for people operations.
- Experience of managing an HR management system, including diagnostics and problem solving arising issues.
- Experience of communicating key messages verbally and in a range of written form.
- Experience of planning using organisational and project management skills with the ability to work under pressure and manage time and resources effectively.
- Experience of using data to inform decision making and produce reports.
- Experience of working in collaboration with others to achieve an outcome with a strong team-working ethos.
- Good problem-solving and decision-making skills, along with the ability to think creatively to establish the best solutions to meet business needs.
- Excellent working knowledge and experience of HR systems and reporting tools.

Recruitment Process

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

Closing date: Monday 10th June 2024 at 12 noon.

Interview dates: Week commencing 17 June

Further queries: email recruitment@nationaltheatre.org.uk

Benefits

- Complimentary staff tickets for shows, subject to availability and policy
- Discounts in the NT's bars, cafes, restaurants, and bookshop, as well as in local businesses (from Wagamama to local childcare providers & gyms on and around the South Bank)
- Access to interest-free season ticket loan and cycle scheme partnership
- Pension schemes with Legal & General and NEST
- 33 days annual leave increasing up to 40 with length of service (including bank holidays)
- Sabbatical option, subject to agreement and policy
- Generous sick pay
- Family-friendly employer with supporting policies
- Hybrid and flexible working, subject to agreement and policy
- Training and Development Programme via e-learning platform, and specialist in-person training relating to role
- On-site Occupational Health and Wellbeing support
- Free-to-access Employee Assistance Programme, enabling counselling and mental wellbeing support, financial and legal advice, and advice on caring responsibilities
- On-site staff canteen and bar

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 Carer's Network](#)

The networks are run voluntarily by our staff.

The NT is also a member of Parents and Carers in the Performing Arts (PiPA)

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 can email recruitment@nationaltheatre.org.uk and we will be in touch with you to make the necessary arrangements.

