

# Whitechapel Gallery

## People and Culture Manager Recruitment pack

Whitechapel  
Gallery



## Whitechapel Gallery

Whitechapel Gallery was founded in 1901 by the pioneering educators and philanthropists, Samuel and Henrietta Barnett, with the aim of bringing great artists, art and ideas from around the world to the people of East London. Now, over 120 years later, the Gallery is renewing its commitment to our founding mission. We recognise the importance of our pioneering history as a place for contemporary art and ideas that sits in the heart of the East End, and the opportunities that this offers to collaborate and connect with global, diverse communities, locally and around the world.

Over the years, we have grown exponentially in both ambition, outreach and influence, welcoming some of the world's most significant and visionary artists to our East London home; showcasing thought-provoking art and ideas from across the globe (including China, Brazil and the Islamic world); exploring topical, often challenging, themes and issues; and championing local and emerging talent.

We are hugely proud of our history and believe we have a continuing, and important responsibility to expand on our legacy and remit, ensuring our programme reflects the times we live in, speaks to, and with, diverse artists and audiences and enables an even greater range of voices, cultures and visions to rise to the fore. Above all, we recognise the critical role that art can play in firing up imaginations, reflecting lived experiences and opening up new possibilities for thinking, feeling and dreaming.

Gilane Tawadros, Director



## Our Vision and Mission

### Our Vision

The Whitechapel Gallery will occupy a distinctive and radically different position in the social and cultural landscape. We will build on our pioneering history as a place for contemporary art and ideas, translating and animating it for our time.

### Our Mission

The Whitechapel Gallery is a ground-breaking art institution that has existed for over 100 years. We make contemporary art and ideas accessible to local and global audiences in the East End of London, recognising the critical role that art can play in firing up our imaginations, reflecting our lived experiences and opening up new possibilities for thinking, feeling and dreaming.



## Our Approach

We are proud to be a cultural institution that is **locally embedded and globally connected**. Whitechapel is a gallery and a geographical location, located accessibly on the high street (with a tube station in our basement!)

We want our building to be a **soulful and intimate destination** for local, national and international visitors: a social and civic space that is free and open to all.

**Education** sits at the heart of the Whitechapel Gallery. Our programme emphasises close collaboration with local families, schools and communities, whom we value as key stakeholders in our organisation.

We take risks in programming lesser-known and neglected artists and in **making challenging artworks and ideas accessible** to all our audiences, putting artists and ideas at the centre of everything we do.

We focus proudly on the work of **women artists and artists of colour**, championing their contribution to contemporary art and society and forging connections with new audiences, partners and participants in the Gallery's programmes.

We are committed to making the Whitechapel Gallery a **permeable cultural institution that spills beyond its gallery walls**, actively seeking partnerships beyond the Gallery, and creating opportunities for artists and audiences to shape and influence what we do.

We are unafraid to work with artists and ideas that address and expand thinking around the **key socio-political issues and concerns** of our times.

We are dedicated to safeguarding the long-term future of the Whitechapel Gallery by building its cultural, social and political capital and ensuring its **sustainability – artistically, environmentally and economically**.



# People and Culture Manager

## The Role

The People and Culture Manager plays a crucial role in Whitechapel Gallery and is responsible for managing all aspects of the human resource function, ensuring that the organisation attracts, develops and retains high-quality staff. This role supports the Deputy Director in fostering a positive and inclusive working culture, whilst ensuring compliance with employment legislation and best practices.

We are looking for an experienced People and Culture Manager who can help us create an inclusive and inspirational culture and workplace experience for the 65 people (43 permanent and 22 fixed-term) who work at Whitechapel Gallery, ensuring alignment with our organisational values. We are seeking someone who takes a proactive approach to all employment matters, will research changes in the sector, is up to date with new HR systems and can provide excellent and forward-thinking advice to the Senior Management Team on all matters related to HR.

They will have a proven track record in the design and implementation of relevant HR policies and processes, drawing upon best practice from across the sector. They will have experience in implementing initiatives to embed equality, diversity and inclusion and have a strong commitment to fostering open communications and positive employee relations.

Previous experience of the arts or non-profit sector is desirable but not essential. Candidates must be able to demonstrate empathy with the mission and vision of Whitechapel Gallery and act with a high degree of personal integrity in a diverse cultural environment.

## Accountability

The People and Culture Manager is line managed by the Deputy Director and line manages the HR Administrator.



## Key Responsibilities

### Strategy development

- Support the development of Whitechapel Gallery's approach to effective methods of working and inclusive organisational culture, drawing upon best practice from across the sector.
- Support the ongoing development of HR policies and processes, including the staff handbook, recruitment, staff onboarding, probation, annual appraisals and professional development, as well as regularly reviewing staff benefits and ensuring they are in line with good practice.
- Work closely with the Senior Management Team to build an inclusive and inspirational workplace culture that is aligned with our organisational mission, vision and values.

### Governance

- Support with the recruitment and onboarding of new Trustees and produce quarterly reports for the Board of Trustees.
- Support the functioning of the People and Culture Committee, including managing meeting agendas and minutes, producing committee reports and supporting the implementation of committee initiatives and strategies.

### Employee Relations and HR Management

- Ensure the efficient management and delivery of all HR processes and administration including contractual matters, HR systems and meticulous management of files and records.
- Ensure the staff handbook and other relevant policies are regularly updated to reflect legal compliance and best practice, reflecting the values of the Gallery.
- Provide expert advice and guidance on complex HR issues, proposing pragmatic solutions to meet organisational objectives.
- Take the lead in managing and facilitating Whitechapel gallery's performance management processes (including probation, annual appraisals and 1:1 meetings), supporting team members to meet their operational objectives and personal development goals.
- Lead and manage Whitechapel Gallery's recruitment and selection processes, ensuring staff are recruited in line with Whitechapel Gallery's policies and values.
- Identify individual and organisational training and personal development needs in order to develop and deliver an annual learning and development plan.
- Provide advice and guidance to managers throughout the entire recruitment process from production of job descriptions and person specifications through to appointment and onboarding.

- Lead our equality, diversity and inclusion work to ensure the Gallery meets best practice, including maintaining and developing equality and diversity policies and procedures to ensure they are inclusive and in line with best practice.
- Working closely with the Directorate, lead and manage staff engagement and union relations, fostering open communications and positive employee relations.
- Act as the Gallery's expert in managing any conflicts at work, including grievance, capability and disciplinary matters, seeking external legal and HR advice where appropriate.
- Act as the Designated Safeguarding Lead, ensuring a robust safeguarding infrastructure.
- Provide pastoral care and signposting when required and proactively help individuals access the Employee Assistance Programme or external support.
- Support the appointed Data Officer (Deputy Director) by managing the organisation's approach to GDPR and data protection with respect to HR specific processes, overseeing HR systems and records, ensuring data integrity and security.
- Work closely with the Finance team to ensure timely and accurate management and administration of monthly payroll and provide support for management of the pension scheme.

#### Other

- Any other duties as directed by the Director and Deputy Director.

*These are a guide to the contents of the job and the skills and experience required. Job content may change over time and are not part of the contract of employment.*





## Person Specification

### Qualifications & Experience

- Proven experience as an HR Manager or similar role, preferably within the non-profit sector.
- Strong knowledge of employment law and HR best practices, preferably within the non-profit sector.
- Experience in change management and organisational development.
- Excellent communication and interpersonal skills for communicating face-to-face, in writing and by telephone with individuals at all levels.
- High standard of written English.
- Strong IT skills, including high levels of proficiency in all aspects of Microsoft Office.
- Excellent organisational and time management skills with an ability to prioritise competing demands and a meticulous eye for detail.
- Ability to think analytically and empathetically and make balanced judgements.
- Confident and calm crisis management.
- Evidence of working in a team and contributing to a culture of a diverse and collaborative working environment.
- Experience of liaising with, negotiating and managing relationships with external organisations, teams and individuals.

### Personal Attributes

- A great team player with a pro-active, confident and positive approach and the ability to contribute to a culture of collaborative working.
- High emotional intelligence, with the ability to work with good humour, tact, and diplomacy and to maintain confidentiality.
- Commitment to equality, diversity and inclusion.
- A demonstrable interest and empathy with the mission and vision of Whitechapel Gallery.
- Meticulous attention to detail and accuracy.
- Ability to meet deadlines.
- Acts with a high degree of personal integrity in a diverse cultural environment.

*Whilst the above person specification offers a useful guide to the experience level expected, we welcome – and encourage – applications from anyone who feels they could bring alternative, equally beneficial skills, experience and perspective to the role.*



## Conditions of Work

Contract: Permanent

Hours of work: Full-time (36.25 hours)

Monday to Friday, 9:30am – 5:45pm (with one hour unpaid lunch)

Salary: £40,000-£45,000 gross per annum dependent on experience

Probationary period: 6 months

The period of notice is 1 months in writing on either side. During the probationary period this will be reduced to 1 week notice from both parties.

Due to the nature of the job, some evening and weekend work will be required, as well as occasional travel. This will be compensated by time off in lieu.

## Benefits

### Annual Leave

Staff are entitled to 25 days' paid holiday, plus statutory bank holidays. Annual leave entitlement is increased every 3 years by an additional day, capped at 5 days.

### Pension Scheme

All staff are eligible to participate in the group personal pension scheme, with the Gallery contributing 5% of your gross annual salary.

### Employee Assistance Programme

All staff have access to our Employee Assistance Programme, which includes a 24/7 compassionate helpline, expert advice and up to six free counselling sessions.

### Training Opportunities and Travel Grant

We offer a range of training opportunities and learning programmes, including apprenticeships. To support your development and encourage exchange with peers, all permanent staff are eligible for a £200 annual travel grant (pro-rata).



### Discounts

Staff receive discounts from the Gallery bookshop and from the café, both subject to availability. Staff receive discounts on editions (one per edition) and publications (subject to availability). Staff are entitled to a 75% discount on Gallery 2 hire (the hire fee element only) and 50% on all other spaces, both subject to availability.

### Cycle to Work Scheme

For the benefit of both you and the environment, you can loan a bike through a Cycle to Work scheme.

### Exhibitions

For each exhibition at Whitechapel Gallery, staff are invited to a guided tour by a curator. Most major museums and galleries in London, and some beyond, grant free entry to exhibitions on presentation of your staff card.

### Events

Staff can request one complimentary ticket for their own use for each public event at the Gallery, subject to availability.





## How to apply

Please return the application form in PDF format to [recruitment@whitechapelgallery.org](mailto:recruitment@whitechapelgallery.org)

In the email's subject line, type your full name followed by the job title. We would be grateful if you would fill in and return the Diversity Monitoring form with your application. When the application is received, the Diversity Monitoring form is removed and does not form part of your application. The information from these forms helps us monitor our recruitment campaign's effectiveness.

Unfortunately, due to the volume of applicants for advertised positions, we cannot contact unsuccessful candidates or give feedback on application forms. If you are still waiting for a response from us by the advertised interview date, please assume that your application has been unsuccessful.

## Access for people with disabilities

Please contact the Recruitment Team at 020 7539 3320 or via [recruitment@whitechapelgallery.org](mailto:recruitment@whitechapelgallery.org) if you cannot complete this form electronically or would like further access information. We accept video applications and audio applications. We are committed to offering an interview to disabled candidates who meet the minimum criteria for the job. By 'minimum criteria' we mean that the individual must provide us with evidence in their application form, which demonstrates that they meet the qualifications, skills or experience defined as desirable in the Person Specification.

## Equality, Diversity & Inclusion

We want our workforce to represent all sections of the community and expect all our workers to firmly commit to working with the Gallery to create an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.

