Citizens Theatre

Job Description

Role: **People & HR Manager (0.8 FTE)**
Responsible to: **Finance Director**
Responsible for: **n/a**
Key Relationships: **Executive Director, Theatre Administrator**

Purpose of the Role:

The People & HR Manager 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.

Following our return to our building after a major redevelopment and expansion to our staff team, we are implementing new HR Information, Rota and Timesheet Systems to automate many of our processes. You will take on the lead of 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.

Your role will sit within the Finance Department, led by the Finance Director. You will also work closely with the Executive Director and wider Senior Leadership Team to set and implement People and Culture strategies, including DEI, collaborative working, wellbeing and professional development.

Responsibilities

HR Strategy & Operations

- Work with the Executive and Senior Leadership Team to develop strategies and processes to support organisational objectives, including employee consultation and engagement, collaborative working, wellbeing and professional development
- Oversee day-to-day HR operations and administrative processes to ensure all data and records are accurate and up to date, working closely with the Theatre Administrator
- Lead on the implementation of Staff Savvy, our new HR, Rota & Timesheet system, across the organisation, training staff and managers on its use, supporting staff with any queries, and managing data in accordance with UK GDPR
- Ensure we are using the HR Information System to its full potential, and work with managers and payroll to pull reports from the system
- Work with the Payroll officer to support payroll coordination, benefits administration and HR systems

Recruitment & Workforce planning

- Lead inclusive recruitment, onboarding and retention strategies for staff, freelancers and volunteers
- 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

Employee Relations

- Act as the first point of contact for HR queries and employee relations matters
- Support managers by giving pragmatic advice, practical support and coaching where appropriate, including performance management, disciplinaries, grievances, absence and redundancy
- Develop initiatives to enhance employee engagement and organisational communication
- Promote early intervention and informal resolution approaches where appropriate
- Support the Executive Director and Finance Director with collective bargaining processes where appropriate

Policy Development & Governance

- Lead the development, review and implementation of HR policies and procedures
- Ensure all policies and procedures reflect current legislation, organisational values and best practice
- Communicate policies and procedures effectively and provide training to managers and staff
- Monitor and evaluate policy effectiveness, recommending improvements as needed

Diversity, Equity and Inclusion (DEI)

- Work with the Senior Leadership Team to develop and deliver the organisation's DEI strategy
- Embed inclusive practices across recruitment, development, and employee experience
- Work collaboratively with leadership to set measurable DEI objectives and track progress
- Deliver training and initiatives that promote equity, accessibility, and cultural competence
- Foster an inclusive environment where all individuals feel valued and supported

Culture, Engagement & Safeguarding

- Support and coach managers to effectively lead, engage, and develop their teams
  Design and deliver training on people management, leadership, and HR-related topics
- Facilitate performance management processes, including appraisals and development planning
- Work with the Designated Safeguarding Lead on safeguarding policies, procedures and best practice, ensuring a safe environment for staff, artists, participants and audiences and compliance with relevant legislation and guidance
- Act as a Deputy Designated Safeguarding Lead
- Promote a culture of wellbeing, including mental health awareness and support initiatives

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.

Person Specification

Essential

- Proven experience of providing HR support as an Advisor or Manager within a similar sized organisation

- Strong working knowledge of employment and data protection law in Scotland and UK
- CIPD Qualification (Level 5 or above), or equivalent professional experience with commitment to complete CIPD
- 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
- Experience developing clear and fair company policies and procedures and implementing organisational initiatives
- 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 quicky 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:	£38,000 FTE (£30,400 for 0.8 FTE contract)
Hours:	Four days per week (0.8 FTE / 28 hrs pw), across Mon-Fri on a schedule to be agreed, typically between 10am and 6pm, with occasional evening and weekend work required to support meetings and events.
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	29 days (pro rata) inclusive of public holidays, rising to 31 days after 3 years, and 34 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

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** 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.
(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** to discuss a suitable format.

Deadline for applications:	**Thursday 19 November 2026, 10am**
Interview:	**Thursday 26 November & Friday 27 November** (may be subject to change, in person)

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.