Job Description: People and Culture Manager

Overview

Location: Chiswick
Reports to: Principal / Executive Lead
Contract Type: Full-Time / Permanent
Salary: £45-55,000

The People and Culture Manager leads the small People and Culture team, and their function is centred on equity, wellbeing, talent and organisational capability. The postholder will be responsible for ensuring the institution remains a safe, compliant and inclusive workspace, providing insight to the Executive and converting legal and operational decisions into practice across the full employee lifecycle. This is a hands-on, operational role, delivering high-quality People Services including advising line managers and the Executive team.

The postholder will hold accountability and operational management responsibility for People & Culture compliance; Safeguarding compliance, including safer recruitment and Single Central Register; Implementation and adherence to employment law in partnership with our retain legal team; Data integrity and GDPR within the People Team and across People processes; Professional records required for inspection, audit, and quality reviews.

For the first year, the role holder will report to the Principal, with the aim that the People and Culture function will then transfer into the Finance and Operations portfolio.

Key Responsibilities

1. **Operational Management and Compliance of People and Culture**
    - Manage and develop the People and Culture team to deliver a professional, responsive and people-centred service, ensuring that the employee lifecycle, including onboarding, contracts, performance management, absence, and offboarding is effectively managed and enhanced.
    - Provide insight on workforce trends, risks, and cultural development to the Executive.
    - Build trusted relationships with senior leaders and managers to create a high-performance, values driven culture.

2. **People Operations and Compliance**
    - Maintain accountability for statutory and safeguarding compliance across the employee lifecycle including safe recruitment guidance, the Single Central Record, right-to-work, UKVI and mandatory training records.

- Ensure policies are fully implemented and applied consistently across the institution.
- Maintain accurate and secure People systems, employee records and reporting in line with GDPR and internal controls.
- Interpret legal and regulatory requirements and lead the implementation of compliant and proportionate People processes.

3. **Workforce Planning, Resourcing and Talent**
   - Oversee recruitment and onboarding across the institution, ensuring safer recruitment standards and continuous improvement of candidate experience.
   - Provide workforce planning insights to support Executive decision-making on resourcing, succession and organisational design.
   - Support and advise on employee relation matters, ensuring timely and respectful progression of processes.
   - Develop and deliver and effective programme of learning and development, including leadership and manager capability development.

4. **Management of Employment Law Specialists**
   - Brief our retained legal firm on People matters requiring specialist advice, ensuring they have the correct information and context.
   - Translate legal advice into accessible guidance, decisions, and practice People processes.
   - Coordinate the application of legal advice across the institution and ensure associated risk is monitored and escalated appropriately.
   - Ensure decision-making reflects legal requirements, safeguarding duties and organisational values.

5. **Diversity, Equity, and Inclusion (DEI) Leadership**
   - Lead and support initiatives that support an inclusive culture where all colleagues feel valued and able to thrive.
   - Ensure equitable employment practices across the employee lifecycle.
   - Lead the staff survey programme (annual and pulse) and convert insights into meaningful culture and wellbeing actions.
   - Champion wellbeing and psychological safety, enabling managers to embed supportive and proactive practice.

6. **Performance, Development and Reward**
   - Manage the performance and probation processes, ensuring a framework that supports high standards, accountability and professional growth.
   - Support discussion on reward, benefits and recognition, providing insights to inform Executive decision-making.
   - Ensure People & Culture budgets are monitored effectively and linked to institutional priorities and value for money. Promote a positive and inclusive culture.

Candidate Profile

Essential Experience & Skills

- CIPD Level 7 or advanced HR qualification
- Experience of People & Culture operations in a regulated or education environment
- Managing a small HR/People and Culture team
- Hands-on experience enhancing the full range of employee lifecycle processes
- Managing employee relations casework with discretion and legal awareness
- Knowledge and effective application of UK employment law, safeguarding including safer recruitment, GDPR, and DEI principles
- Strong interpersonal, coaching, advisory, and organisational skills
- Proactive, solutions-focused, professional, and resilient

Desirable Experience & Skills

- Experience of transforming a traditional HR provision into a People and Culture service
- Experience managing employment law specialists or external advisors
- Experience implementing HRIS systems or workforce analytics
- Experience in leading organisational change initiatives

About the ARTS ED info TO BE ADDED

ArtsEd originated from two schools, one founded in 1919 by Grace Cone and one founded in 1922 by Olive Ripman. These two educational pioneers believed passionately in the value of combining a general academic education with specialised training in dance, drama, music and art. They were committed to preparing young people for professional careers in or related to the theatre. In 1939, Grace and Olive joined forces to create the Cone Ripman School, subsequently named the Arts Educational Schools. Dame Alicia Markova and Sir Anton Dolin drew almost exclusively on ArtsEd students to help them create their revolutionary company London Festival Ballet, which eventually became the English National Ballet. Ballerina Dame Beryl Grey became Director of the Schools in the 1960s.

ArtsEd continued to innovate, introducing both professional acting and musical theatre courses and in I986 moved to its present home in Chiswick. In 2007, Lord Andrew Lloyd Webber became President, heralding an auspicious new era for ArtsEd. The Day School and Sixth Form remains the leading school of its kind in the UK with all students possessing outstanding creativity and dedication. Academic results and vocational success are significant, and our Value-Added return is in the top 1% nationally. The School of Musical Theatre and School of Acting offer full-time BA and MA courses. Our Musical Theatre course is recognised as the best in the UK, while the Acting course is praised for its innovative 50:50 split between stage and screen acting. Our outstanding record of graduate success sees nearly every one of our Musical Theatre graduates and over three-quarters of our Acting graduates make their professional debuts within six months of graduating.

In additional to vocational training and significant success in the creative arts, each year a number of ArtsEd students move on to Russell Group universities where they study a range of more traditional academic subjects, including English.