



## **Head of People & Culture**

### **Application Pack**

**June 2024**

## **About us**

### **Our values**

Arts Emergency is a mentoring charity and support network. Since 2013, we have worked to address the inequalities in the creative and cultural sectors. Founded in Hackney by two friends, activist Neil Griffiths and comedian Josie Long, we now support 1,300 brilliant young people across the UK. We provide guidance so they can chart their own course. We create connections to help them get ahead.

### **Optimism**

We are optimistic about the future of society, the potential for change and transformation.

### **Support**

We provide long-lasting support to young people and to the network of professionals driving change. Through this we create a community.

### **Persistence**

We will be a persistent source of opportunity for young people, creating trust with our partners and with young people.

### **Integrity**

Our programmes will be transformative, meeting the needs of young people in an evidence-based way and empowering young people to influence our programme.

## **Inclusion**

We will actively improve our inclusion of young people, assessing barriers to engagement and working with partners to provide for everyone in need.

See some of the results of our work in our [2023 Impact Report](#).

## **What we do**

Arts Emergency provides 16-25 year olds in London, Greater Manchester, Merseyside and beyond with a trained mentor working in their field of interest. Mentors help Young Talent set goals, explore their passions and make decisions about higher education, training and careers.

After they complete a year of mentoring, Young Talent can continue to access opportunities, advice, resources and paid work from the Arts Emergency Network until they turn 26. The network is made up of thousands of cultural professionals who've all offered to share crucial gateways into hard to crack industries like TV, publishing and architecture with young people underrepresented in those fields. High profile members include comedians Nish Kumar and Sara Pascoe, actors Nikesh Patel and Julie Hesmondhalgh, and writers Neil Gaiman and Sarah Perry.

*“Arts Emergency has done more for me than I ever thought possible, it has opened doors I thought were closed. It has given me hope.”*

- DEJI, YOUNG TALENT

**Find out what our mentees have to say:**

[Arts Emergency Mentoring Celebration Event 2023](#)

## **Our plans for the future**

Our vision is of a society where every young person gets a fair chance to flourish and every opportunity to contribute to the culture in which they live.

This is an exciting time to join Arts Emergency and help to shape the future of the organisation. In 2022, we conducted a strategic review to inform our direction and update our mission and impact. We recruited a new Chair and new board members to help us achieve this and welcomed a new Youth Collective, who ensure that young people's voices are amplified through our work. Additionally, two Youth Collective members serve on the board as Young Trustees.

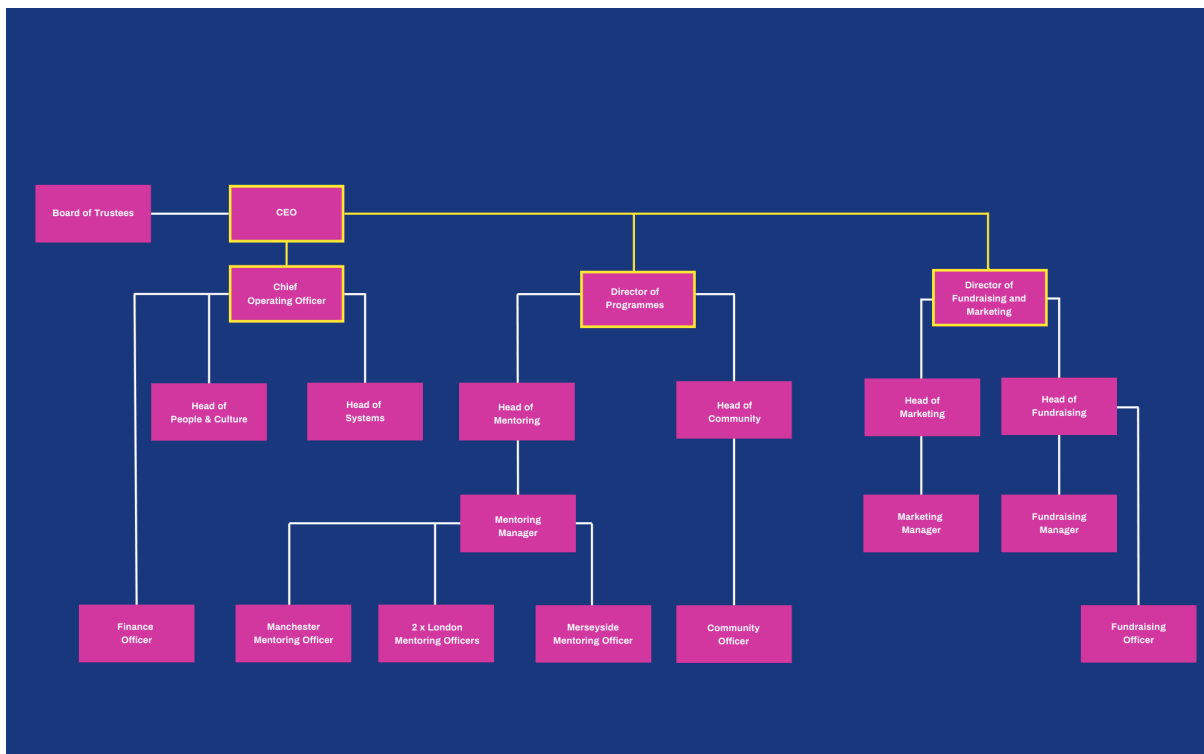
This is a critical time as we expand nationally to meet the urgent need for our support. Having grown five-fold since 2016, we have ambitious plans to grow our flagship mentoring programme, including increasing capacity in the regions where we already deliver, expanding to new regions across the country, and exploring the potential for new ways of working to reach more young people in need of support.

We are also laying the groundwork for enhancing how we provide long-term support for our young people's personal and professional development through our Community offer. We know that breaking into the industry doesn't happen overnight, and we are committed to facilitating young people on their journey until their 26th birthday, with the support of our Network members.

# Our team

The Arts Emergency team is a group of passionate and dedicated staff and trustees who bring together a wealth of experience from the charity and cultural sectors.

## [Meet our team](#)



## **Commitment to equality and diversity**

Arts Emergency is committed to being a welcoming and inclusive organisation. We're dedicated to social justice and making the arts and humanities equitable for all. We help our volunteers to address the structural inequalities in the cultural and creative industries, and use our voice to influence gatekeepers to make real, long-term changes.

When we recruit we will always: show the salary, pay a living wage, and won't demand a degree as an essential criteria (unless a specific qualification is required for a role). We particularly welcome applications from disabled people, LGBTQIA+ people, Black, Asian and minority ethnic candidates.

*“Our future cultural landscape is in danger of being populated exclusively by the children of the wealthy and well-connected. I love Arts Emergency because it works to bridge this gap. To create the opportunities that have been taken away.”*

- JULIE HESMONDHALGH, ACTOR

We are committed to the employment and development of disabled people. We guarantee to interview anyone who identifies as disabled and whose application meets the person specification for a post. To be invited to interview, you must show in your application that you meet the person specification for the role. If you tell us that you have access requirements or any requests to make you comfortable, we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements.

## **Head of People & Culture**

- **Fixed-term for 1 year**
- **Full-time**
- **£40,000 per annum plus 6% pension contribution.**
- **This role can be home or office-based.**
- **Arts Emergency operates a 35-hour week, we will consider compressed or annualised hours.**

Working as a key member of the Operations team, the Head of People and Culture will provide leadership on building culture and progression routes within Arts Emergency and ensuring clarity for both staff and volunteers. Your role will be to put strategy in place to ensure that our small team can thrive both on an individual level and on a collaborative level, so that we can deliver on our ambitions for young people.

### **About the role**

You will be joining Arts Emergency at an exciting time. Having grown four-fold since 2018, we are poised to expand our award-winning work to more young people across the country and strengthen the long-term import of our support. We are cementing our position as a leading and trusted service provider and support network for aspiring artists and thinkers and we are seeking an experienced and motivated new colleague to join our Operations Team and achieve this with us.

The Head of People and Culture is a new role. We are initially offering this role for one year with a key objective to create a three-year people and culture strategy for the organisation. This is also an important addition to the management team, ensuring joined-up working, smooth processes and workflow across teams, and creating the right culture to support delivery of activities to achieve our business plan objectives.

You will support the Chief Operating Officer (COO) in developing the culture and related policies within the organisation, supporting our small (but growing) team of talented and dedicated staff and our network of nearly 9,000 members who provide voluntary support and opportunities for the young people in our programme.

You will have various resources to support your work, including Arts Emergency's business plan 2023-26, supporting operational action plan and our theory of change (which we hope to see reflected in the ways we work internally). There is also an opportunity to review all policies, progression routes within the organisation, HR related systems and work with the Senior Leadership Team (SLT) on developing a Diversity, Equity and Inclusion (DEI) action plan in line with our business plan.

We want to develop and retain our highly skilled and motivated team; this role will be key in making this happen. We aim for our own internal culture and ways of working to be best practice.

This role will also support our network of volunteers, ensuring that we have clear policies and processes to support them in the amazing work they do for us. We want to set a good example to our network and partners and aspire to influence the wider sector.

## **About you**

You will be an inclusive leader with the ability to inspire and motivate others, and a strong understanding of building culture within an organisation.

You will be aware of best practice relating to HR systems and processes. You will have an inclusive approach to setting policy, ensuring that this is people centred and will be excited by making positive change to support a thriving workplace.

You will have experience of managing HR systems, supporting management with HR issues and building strategies that enable people to be the best versions of themselves at work.

# Key Tasks

## Day to day

- Lead on developing plans and processes for all people-related activities throughout the full employee life cycle (including recruitment and onboarding, performance management, learning and development, leavers, and related policies and systems)
- Lead on the development, updating and day-to-day implementation of HR policies and processes that are rooted within our values
- Working closely with the Programmes team, lead on the development, updating and day-to-day implementation of volunteer policies, agreements and procedures
- Working with line managers, implement and oversee an ambitious Learning & Development plan for organisational training and a framework for teams and role-specific training, ensuring personal development remains a priority across the organisation
- Support line managers to nurture an inclusive culture and workplace that gets the best out of our people and is consistent across the organisation
- Ensure we have in place robust and competitive pay and reward frameworks, supporting high performance and career progression.
- Manage and develop our wider benefits package and initiatives supporting colleague wellbeing.
- Create regular opportunities for staff and volunteers to feedback and provide insights on colleagues' perceptions and needs.
- Support our internal communications and the planning and delivery of team away days, working closely with our COO and SLT
- Support the 'party planning committee' in creating and managing a year-round programme of activities designed to increase employee wellbeing and relationships
- Produce contracts and all other HR correspondence needed
- Ensure all HR records are filed correctly and securely
- Support line managers in all HR processes including recruitment, induction, appraisals, performance management, exit interviews; attend and note all HR related meetings
- Work with the Finance Officer, COO and payroll company to ensure the accurate processing of payroll

- Take the lead on data security relating to staff and volunteers, ensuring this data is held in line with GDPR

## **Planning and strategy**

- Develop and deliver a forward-thinking and inclusive people strategy
- Working closely with the Programmes team, develop a forward-thinking and inclusive volunteer strategy
- Work closely with the COO to create and deliver our Diversity Equity and Inclusion (DEI) action plan and embed core DEI principles throughout our people activity
- Work closely with COO to ensure that all strategy, policies and budgets are prepared in line with a coherent people strategy to support them
- Consider best ways to engage all team members and implement and lead any working groups or other structures which support this
- Set a schedule of regular review for all HR related policy and process
- Deliver presentations at all levels of the organisation to outline proposals and changes in policy

## **Other**

- Represent Arts Emergency in relevant networks and occasional events or speaking occasions and act as an ambassador for Arts Emergency at all times
- Maintain the ethos and values of the charity and positively promote the work and activities of the charity

## **Key results / outcomes**

- We have a clear three-year people and culture strategy, outlining activity and outlining the relevant resource required
- Managers feel supported with advice and clear, people centred policies to refer to

- DEI action plan is in place to be delivered and evaluated in line with our business plan
- We have a clear volunteer policy and programme officers are equipped with the relevant agreement and procedures to offer excellent volunteer management and experience
- We are an example of best practice in relation to people and culture for our partners and network and in the longer term are able to document and share our journey and practices

## **Person specification**

We are aware that everyone has a range of skills and experiences and that transferable skills or similar experiences may not align exactly with the person specification outlined here. If you feel that you could successfully fulfil the responsibilities of the role, we would encourage you to apply, even if you don't meet every criteria in the person specification. Training and support can be provided for the successful candidate to support their development in areas of the role with which they are less familiar.

## **Qualifications**

No specific qualifications are required for this role

## **Knowledge & Experience**

- Experience working at a similar level in a small organisation or in a senior position within a larger organisation/team
- Experience of supporting line managers or experience and knowledge of line management practice
- Experience and passion for development of staff teams
- Experience of developing people and culture strategies through to implementation and evaluation
- Up-to-date knowledge and interest in HR law and best practice

## **Skills & Abilities**

- Strong IT skills including online databases e.g. Salesforce / HR systems
- Good administrative and organisational skills
- Excellent communication skills and an understanding of a range of communication methods to ensure stakeholders always feel in the loop
- Good numeracy and budgeting skills
- Good attention to detail and ability to proofread
- Time management skills – the ability to work to deadlines, and under pressure, balancing several priorities at once
- Ability to respect and understand the importance of confidentiality and safe working practices

## **Personal qualities**

- Flexible and proactive; you thrive in a dynamic organisation and are able to seize new opportunities
- Self-starting; you are comfortable managing a busy workload
- Highly collaborative; your work in a cooperative and supportive way, understanding and taking an active interest in the needs of various teams and stakeholders
- Values-driven; you act with integrity and are committed to embedding the values of equity, diversity and inclusion in everything that you do
- Empathetic and sensitive; you can deal with a range of issues with empathy and sensitivity, adjusting your approach to fit the situation at hand
- Self-reflective and committed to learning; you welcome feedback and are continually seeking to develop your knowledge and skills
- Structured and results-oriented with ability to deliver under pressure

## **Relationships**

- Able to work with a wide range of staff, volunteers, suppliers, trustees and other stakeholders
- Experience of motivating colleagues to deliver positive results

## Working conditions

This is a full-time position, 35 hours per week. This role can be home or office based, and we will consider compressed or annualised hours should the successful applicant wish.

Arts Emergency head office is based at Unit W3, 8 Woodberry Down, London N4 2TG and our Manchester office is based at Peter House, Oxford St, Manchester M1 5AN.

We also have access to Spaces offices around the country which can be used by all staff if an office space is needed outside these areas. We will occasionally ask you to travel to other offices or locations for training, stakeholder meetings and team or departmental away days. Travel expenses will be covered, and we'll offer remote options when necessary and ensure accessibility requirements are taken into account.

There may occasionally be evening/weekend work, we operate a time off in lieu system.

## How to apply

To apply please complete the following

1. Download and fill in the application form. The application includes parts:
  - In [Part One](#) asks for your personal information, education, work history, referees
  - [Part Two](#) asks for supporting statements in relation to the job application.

You can return the application forms as a Word Document or PDF. If you prefer you can talk through the Part Two questions in an audio file (no longer than 10 minutes). To transfer an audio file, upload to [Wetransfer.com](https://www.wetransfer.com) and

use the 'get transfer link' option, then copy and paste the generated link into your email.

2. [Click here](#) to complete our Equality and Diversity Monitoring Survey.\*

3. Once completed, please send the application (Parts One and Two) to [jobs@arts-emergency.org](mailto:jobs@arts-emergency.org) by **10am on Monday 8 July 2024** with **AE-HOPC** in the subject line.

Interviews will be held online on Monday 22 and Tuesday 23 July 2024. If you have any questions about the application process, please contact [jobs@arts-emergency.org](mailto:jobs@arts-emergency.org).

Please see our privacy policy to find out more about how we handle your data. You'll also find further information within the application form.

\*The survey is anonymous and not linked in any way to your application. Any information you provide will be used by Arts Emergency to monitor the demographics of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the General Data Protection Regulation 2018.

## Contact us

+44 (0)20 7683 1077

[jobs@arts-emergency.org](mailto:jobs@arts-emergency.org)

[www.arts-emergency.org](http://www.arts-emergency.org)

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