

SOUTHBANK CENTRE

Director of People and Culture



January 2020

Thank you for your interest in joining Southbank Centre

We're a bold and dynamic organisation entering a new chapter in our long and wonderful history and we're looking to appoint to a new post of Director of People and Culture - a crucial member of our Executive team - to participate in shaping our strategy and help us achieve our ambitious plans for the future.

This is an exciting and wide ranging role, where you will develop and deliver our People strategy as well as contributing to overall Southbank Centre long term plans. The role will drive cultural change across the organisation to deliver our commitment to build a progressive, agile and highly capable workforce that reflects the skills, life experiences and abilities of society around us.

We're looking for a high calibre, inspiring and dynamic human resources professional to play a pivotal role at the heart of Europe's largest cultural organisation. Your experience should combine both strategic and operational leadership ability and you will be skilled in driving and embedding organisational effectiveness and cultural change in line with the organisation strategy. You will need to demonstrate a track record of delivering strategic impact in a large and complex organisation, with the personal credibility to build effective relationships across a wide range of internal and external stakeholders, and a clear commitment to Southbank Centre's mission and activity.

I am committed to working in partnership with the appointed candidate to ensure every member of our staff realises their potential whilst working here. I hope you are excited to find out more in the pages that follow and look forward to receiving your application.

With warm wishes

Elaine Bedell
Chief Executive

Who we are

Our vision

We provide the space for artists to create and present their best work. We are the place where people come together through powerful shared experiences.

Our mission

We seek out, nurture and showcase the best of the arts. The unusual, the eye-opening and the brave. We take people out of the everyday, every day.

Our values

Champion Greatness

We seek out great artists and give them the space to present their best work

Take the lead

We make sure we're at the forefront of the arts – provoking and inspiring, not just following it

Open up the arts

Not everyone will love everything, but we make sure there's something here for everyone

Have fun

We're serious about the arts – but not stuffy. Culture here can be playful, provocative, exciting and entertaining. It is a joy not a duty.

Southbank Centre is the UK's largest arts centre and one of the UK's top five visitor attractions, occupying a 17 acre site that sits in the midst of London's most vibrant cultural quarter on the South Bank of the Thames. We exist to present great cultural experiences that bring people together and we achieve this by providing the space for artists to create and present their best work and by creating a place where as many people as possible can come together to experience bold, unusual and eye-opening work. We want to take people out of the everyday, every day.

The site has an extraordinary creative and architectural history stretching back to the 1951 Festival of Britain. Southbank Centre is made up of the Royal Festival Hall, Queen Elizabeth Hall, Purcell Room and Hayward Gallery as well as being home to the National Poetry Library and the Arts Council Collection. It is also home to four Resident Orchestras (London Philharmonic Orchestra, Philharmonia Orchestra, London Sinfonietta and Orchestra of the Age of Enlightenment) and four Associate Orchestras (Aurora Orchestra, BBC Concert Orchestra, Chineke! Orchestra and National Youth Orchestra of Great Britain). We present work for everyone and we welcome applications from everyone. By attracting people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs, we can continue to look at the world with fresh eyes and find new ways of doing things.

In Chief Executive Elaine Bedell and Chair Susan Gilchrist, Southbank Centre is one of the few leading cultural institutions in the UK to have a female leadership team.

The Role

Reporting to the Chief Executive (CEO), this role is an integral part of the Executive team. Southbank Centre employs 600 people and we are looking for someone to lead the people strategy and champion a forward looking, modern and inclusive working environment. You will be open minded, approachable and inquisitive, with an ability to 'make it happen'. You will be an advocate for workforce development, building capability and promoting a learning mindset and collaboration across the organisation.

You will lead the People team with responsibility for the full range of workforce policy and procedures including organisational effectiveness, resourcing and talent management, succession planning, remuneration and benefits, engagement, learning and development, and employee relations.

As you would expect from Southbank Centre, we are particularly proud of our position as an inclusive employer actively offering opportunity to all parts of society. This role is expected to deliver sector wide leadership in the areas of diversity, inclusion and access.



Responsibilities

- Working in a coaching and guiding capacity across the organisation to maximise collaboration, acting as a role model to the leadership and management teams.
- Workforce planning to ensure we are able to operate effectively in a changing external environment. Successfully leading internal change management initiatives with a practical approach to ensuring we have a progressive and capable workforce.
- Lead on our approach to performance management, understanding the capabilities and potential of our people and optimising development opportunities to promote internal progression and mobility.
- Ensuring that mechanisms are in place to make certain all employees are remunerated fairly with commercially sound reward strategies. Organise the Remuneration Committee and work with the Chair as an advisor.
- Ensure we are able to access and attract the best talent from across all areas of society, with agile processes in place to select candidates with the right attitude, values and behaviours. Ensure those joining are proactively welcomed to Southbank Centre in an inclusive and thoughtful manner.
- Ensure we provide relevant and valued learning opportunities to develop the skills of our people. Delivering learning in innovative and cost effective ways.
- Develop and deliver on wellbeing initiatives to encourage healthy living and working.
- Lead our apprenticeship, work experience and volunteering programmes, ensuring they are inclusive and provide valued and relevant opportunities to deepen our community engagement.
- Lead and motivate the People team to achieve their potential.
- Oversee robust data collection and analytics to produce relevant and insightful information in relation to our people, that informs and guides organisational decisions.
- Acting as the escalation point for all employee relations cases, you will direct your team to ensure that any grievance and disciplinary matter is resolved fairly, swiftly and in line with our values.
- Contribute and build on employee engagement, encourage participation, respond to staff survey results and champion the right internal communications strategy to positively shape the culture of the organisation.
- Building effective relationships with our two recognised Unions and Chairing the Joint Negotiation and Consultation Committee. Conducting formal negotiations on terms and conditions and the annual pay award.

Responsibilities

(continued)

- Responsibility for ensuring the organisation has a robust approach to safeguarding of children and vulnerable adults in line with the Charity Commission guidelines. Work with the Director of Creative Learning to jointly Chair the Safeguarding Committee and oversee the policy, procedures and training for all staff across the organisation. Report on a regular basis to the Board on safeguarding matters.
- Leading Southbank Centre's thinking and response to wider national and sector policies related to employment and building a network of relationships with other leading employers across the cultural and broader technology sectors.



Person Specification

Director of People and Culture

Department: People

Reports To: Chief Executive

Essential skills and experience required

- An experienced, high calibre HR professional who has worked at Director level, with a proven ability to combine both strategic and operational leadership and drive a progressive agenda.
- Skilled in driving and embedding cultural change to improve organisational effectiveness in a fast paced environment, to ensure the organisation is excelling in delivering the objectives.
- Fellow of the Chartered Institute of Personnel and Development

We are looking for someone who:

- Determined and resilient with excellent interpersonal skills and emotional intelligence to negotiate, evaluate and manage a range of priorities and stakeholders.
- Ability to build effective relationships with a wide range of different people at all levels of the organisation and with external stakeholders.
- Ability to take a big picture view and contribute to an executive team outside of own specialism.
- Creative sector experience is highly desirable, as is experience of delivering in a unionised environment.
- Inspired by and empathetic to Southbank Centre's culture, vision and objectives.
- Is able to demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of the Southbank Centre as a whole and in the work of this particular job.



Michelle Obama in conversation with Chimamanda Ngozi Adichie © Southbank Centre/Mark Allan

**SOUTHBANK
CENTRE**



The Southbank Centre Way

The Southbank Centre Way is a framework that sets out how we want our people to work together, enjoying what we do. It describes the qualities that drive our ability to inspire, provoke and transform lives and illustrates behaviours that make Southbank Centre a warm and welcoming destination in which to work, perform or visit. The language that forms the Southbank Centre Way comes from the people who work here. We have captured their words to help everyone we work with understand us. We believe it is vital for our staff to display these qualities and behaviours for us to be the world class organisation we aspire to be and we will be looking for these attributes as part of our selection process for this role.



How to Apply

We hope you will consider making an application. For further information on salary and benefits and an informal conversation about the role, please contact Katy Giddens on **0739 588 7562** or **Katy.Giddens@starfishsearch.com**.

To make an application, please go to <https://starfishsearch.com/jobs/director-of-people-and-culture/> and click on the apply now button, with the following prepared:

1. Your CV (no more than three sides)
2. A supporting statement that sets out why you think this role is the right move for you and how you meet the Knowledge and Experience criteria (no more than 2 sides)
3. We would be grateful if you would also tell us your current salary details (we do not disclose this to our clients without your consent)

Timetable

Closing date:
Wednesday 12 February 2020

First stage interviews:
w/c 9th March 2020

Second stage interviews:
w/c 16th March 2020

