

STORYHOUSE

People Officer Recruitment Pack



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Welcome from the CEO

Storyhouse is one of the UK's foremost cultural charities; its home in Chester incorporates a library, theatres, and a cinema. It is also an acclaimed theatre producer and runs the country's most successful regional open-air theatre in the city's Grosvenor Park, as well as the innovative Moonlight Flicks open-air cinema each year.

Storyhouse plays an important part of cultural life in Chester and continues to be a beacon of inspiration for many other cities and towns for the role it has played in social and economic regeneration, its successful and unique integration of world-class theatre, cinema, and library facilities, as well as its bold, exciting, diverse, and award-winning programming.

It is also a great place to work. We offer a flexible and supportive working environment, value experience as well as skills and qualifications, and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us,

Annabel





This House is Your House

We've become a vital part of the region's cultural landscape and a place of safety and support for the community - especially for young people, giving them a space where they can reimagine their place in the world.

Over 40 community groups use us as a base for creative activity each month, including LGBTQIA+ and disability groups, refugee integration activities, mental health support sessions, and groups combatting social exclusion by age.

We work extensively with young people and provide a range of different programmes, from youth theatre and our young company, to young leaders, young programmers, and our many schools and education programmes. Throughout our work we collaborate with local partners throughout to ensure we are reaching the people that would usually have the least opportunity to participate.

Across everything we do, we work to give people the power to build their own creative communities through inspiring stories and shared creative experiences: [this house is your house](#).

As we blend theatre, library, restaurant and cinema services, we share inspiring stories and stage creative events which empower people to nurture their creativity and bring together communities. Through our work, we hope to build a more connected, inclusive and creative community network.

The more open we are to the true and rich diversity of our communities, the more vividly we fulfil our purpose. More engagement from more of our communities will make more of Storyhouse.

We are committed to creating a team which is representative of our communities and to bringing together those with a variety of skills and experiences to help shape what we do and how we work.



A Midsummer Night's Dream, 2023, Mark McNulty

Our Strategy...

Storyhouse is about to enter an exciting new phase in our evolution as we look to develop our programmes, based on a new strategic plan, to deliver world class arts and meet community needs.

Our Vision:

Here at Storyhouse, culture is owned by everyone.

Our Mission:

We work every day to be a creative home for our communities.

Our Values:

LISTEN CLOSELY.

True empathy takes effort. So we work hard to understand different points of view.

LOOK AROUND.

Opportunities can be spotted by anyone, anywhere, at anytime. So we always have our eyes, ears and minds wide open.

SPEAK UP.

Not everyone's stories have been told. So we use our voices to amplify those that haven't been heard.

STAND UP.

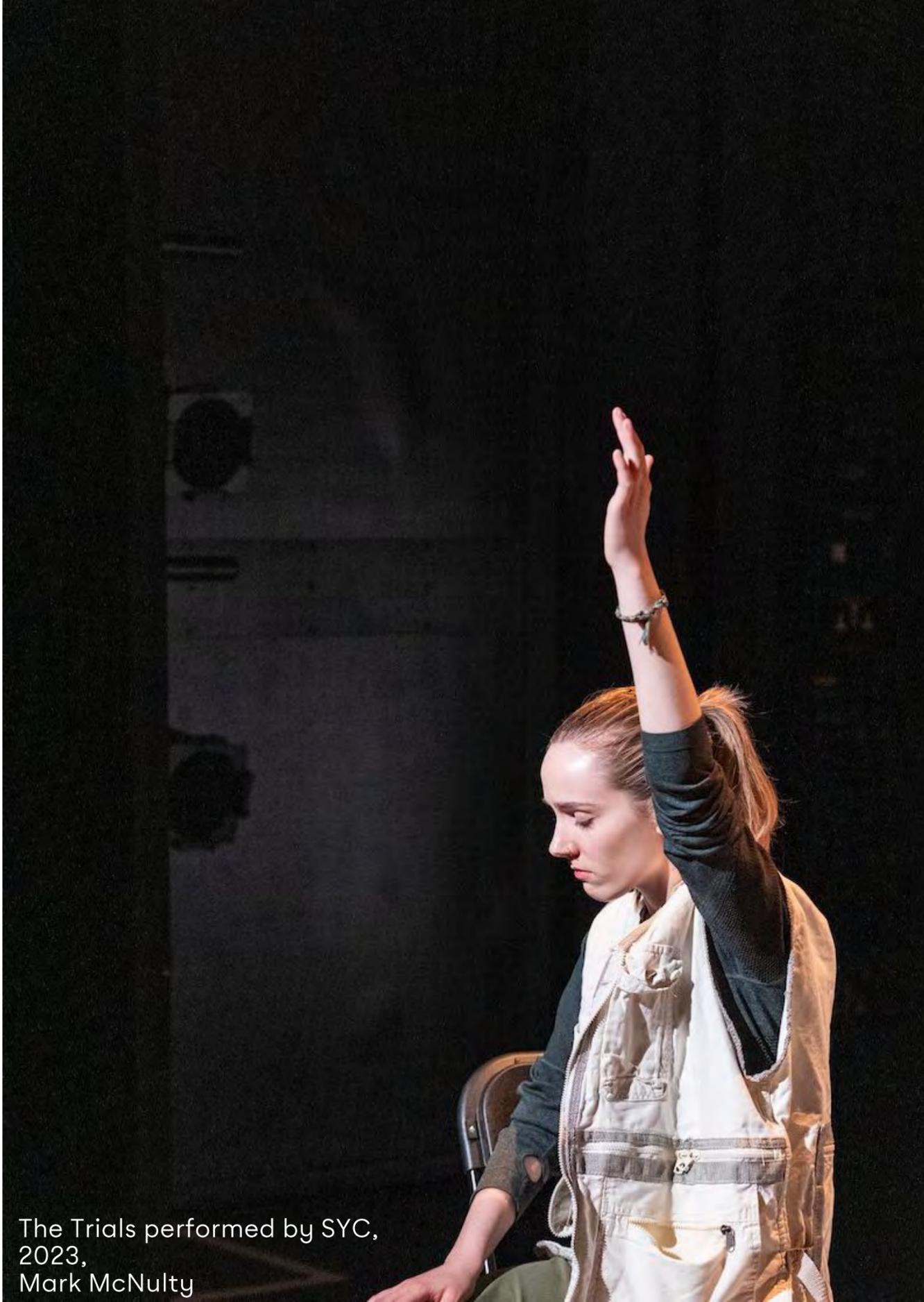
Debate and discussion make things better for us all. So we don't shy away from a challenge.

REACH OUT.

Diverse perspectives solve the hardest problems and make the best decisions. So we seek them out, and invite them in.



A Midsummer Night's Dream, 2023,
Mark McNulty



Our Resources

Storyhouse is a medium-sized charity with approximately 140 staff, 180 volunteers and a gross revenue of over £6 million per year. The charity is financially stable, with a number of steady revenue streams, including a 20-year lease and contract for services with the local authority (Cheshire West and Chester) and NPO funding from Arts Council England for 2023 to 2026. Revenue from commercial activities is also essential to the charity's financial stability, and over 57% of its revenue is earned.

Storyhouse runs two wholly owned commercial trading subsidiaries: Storyhouse Production Company Limited - creating and staging Storyhouse Originals theatre productions - and Storyhouse Catering Company Limited - providing a range of catering, retail, cinema, receiving theatre and commercial services.

Despite our financial stability, like all other charities our resources are being eroded by rising costs caused by inflation and higher energy prices, and as a result of the continued cost of living crisis, demand for free-to-access services (such as warm spaces) is increasing.

Our Building

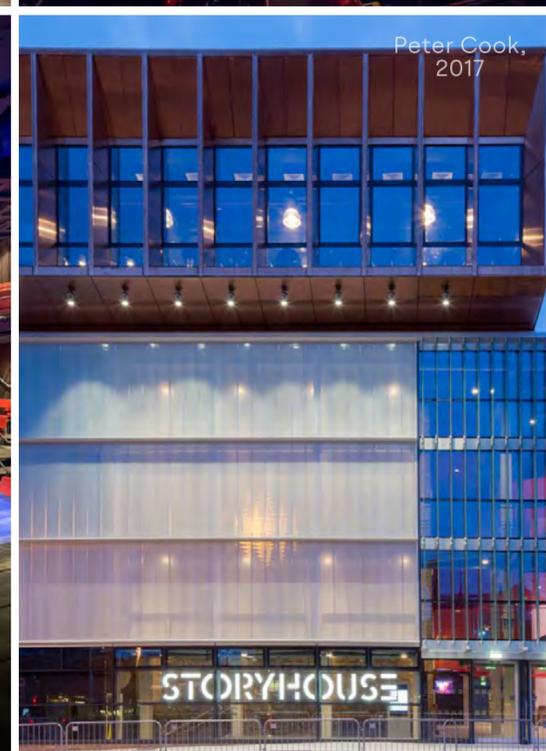
The original parts of Storyhouse were constructed as an art deco Odeon cinema in 1936, and have been restored, extended and renovated into a library, two state of the art theatres, a cinema, restaurant, and two bars.

The larger theatre is an 800-seat proscenium arch stage. With state-of-the-art facilities, its auditorium spreads across three tiers: stalls, circle and gallery. This same theatre converts into a 500-seat thrust stage (with the audience wrapping around three sides of the stage). In this format, the auditorium spreads across two tiers, with intimate seating putting the audience right in amongst the action.

On top of the building sits the Garret Theatre and Bar. This 150-seat black-box theatre is a flexible, fully-equipped performance, rehearsal, or workshop space. It is designed to be full of work made by local creative companies, individuals, and community groups, as well as a space we hire to companies and individuals.

The 100-seat boutique cinema is designed to honour the original Odeon's history as a cinema in 1936. With red velvet, soft, sunken seating, it is a beautiful event space.

The library spreads right through the building, with a dedicated family-friendly area (with wet play, storytelling room, and arts and crafts) in The Den and extensive book-stocks covering the walls throughout Storyhouse offering opportunities for studying, learning, and research.



The Role

Our People Officer will provide efficient people management advice and resource support across the organisation.

Forming part of the wider Finance and People teams, this role will lead on first line advice and guidance on all HR and people management matters, as well as lead on areas including onboarding, payroll support, recruitment, policy development and learning pathways.

You will be an experienced HR generalist with experience in payroll support. In-house training delivery and policy development experience is desirable but not essential.



Role and Responsibilities

People management:

- Provide first line support, advice, and guidance on all HR-related matters in line with our policies, escalating complex matters to the Head of People.
- Meet regularly with line managers to support with HR matters, recruitment, performance management and staff development.
- Monitor sickness absence and action where required, managing return to work processes and occupational health referrals where required.
- Support the Head of People with internal communications.
- Manage annual leave and other related leave across the organisation.
- Champion the implementation of all wellbeing and welfare tools and strategies across the organisation for staff, freelancers and volunteers

Recruitment and onboarding:

- Assist with the recruitment process by building job packs, coordinating audio and easy-read options and booking adverts on relevant job boards.
- Ensure relevant pre-employment and DBS checks are conducted, highlighting any concerns to the Head of People.
- Lead on our onboarding processes ensuring all staff, freelancers and volunteers have a positive and inclusive journey.
- Produce employment contracts, casual agreements and agreements for services.

Role and Responsibilities (continued)

Training:

- Work with line managers to identify training and development opportunities across the organisation.
- Support the Head of People with the development of core training programmes for all staff.
- Work with the Young Storyhouse team to create learning pathways for young people across the organisation, including work experience and apprenticeship schemes.

Administration:

- Support the Head of People with policy development and annual review.
- Work towards workplace accreditations in line with our Access & Inclusion strategy.
- Administer our Medicash Portal, adding new starters and processing leavers each month and implementing strategies to encourage increased employee usage.
- Accurately maintain our people and training systems.
- Support the Head of People in producing reports for our Board of Trustees and funders reports as required throughout the year.

Other:

- To act in accordance with Storyhouse's policies and procedures, and undertake any training as required by Storyhouse.
- To act as a role model for other staff and contribute to the life of the organisation as a whole.

Skills & Experience

Experience

Demonstrable experience in a HR Officer / or Coordination role for a minimum of 3 years

Experience of managing HR matters independently

Experience of developing internal policies (desirable)

Experience of producing employment contracts, casual agreements and agreements for services.

Qualified or working towards CIPD Level 5 or equivalent qualification

Experience of delivering training (desirable)

Experience and knowledge of Access to Work scheme. (desirable)

Skills & Knowledge

Strong level of IT skills including Microsoft Office and other software or technologies used for communicating

Excellent interpersonal skills to communicate with staff at all levels.

Strong knowledge of employment law matters.

Ability to work proactively, problem solve and make decisions.

Ability to work to a high standard with personal and professional integrity, with a fair and unbiased approach.

Ability to form and maintain effective working relationships with colleagues, volunteers, service users and third parties.

Ability to act as an advocate of the company and articulate our core values

Highly organised and methodical with an excellent eye for detail and strong communication skills.

Opportunity and Staff Benefits

Title: People Officer

Reports to: Head of People

Salary: £28,000 per annum

Contract: Permanent, 40 hours per week.

30 days annual leave per year, including bank holidays, increasing annually up to a maximum of 3 extra days (pro rata)

Birthday leave

A defined contribution pension scheme or a People's Pension scheme

Employee Assistance Programme, including Medicash

Cycle to Work and Travel to Work schemes

Hybrid working practices and flexible working requests available from day one

Discounted gym membership schemes

Complimentary tickets and discounts on food and drink

Company sick pay after qualifying service

Application Process

Applicants are asked to submit a cover letter expressing interest in the role and a CV demonstrating relevant experience by email to peopleteam@storyhouse.com

Applications should be submitted on or before 14 January 2025. We will review applications and interview suitable applicants as they are received. This role will close early if a candidate is successful before the advertised close date.

For an informal discussion about the role or support in the application process, please contact our Head of People, Emma Hutt, at peopleteam@storyhouse.com.

No agencies please.



Faustus That Damned Woman, 2023,
Mark McNulty



GDPR

Personal Data Notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

STORYHOUSE