



<b>Position</b>	Head of People & Culture
<b>Department</b>	Central Administration
<b>Responsible to</b>	Chief Executive
<b>Location</b>	St Martin-in-the-Fields, Trafalgar Square, WC2N 4HJ
<b>Responsible for</b>	People & Culture Administrator

*This role is part of the Senior Management Team and will occasionally be required to attend and/or present to our Board.*

**Role overview** To lead the people function as we continue to emerge from the pandemic during a phase of renewal and reinvention. Design, implement and champion the recruitment, induction and learning & development provision for our employees and help to retain a vibrant and energetic workforce.

### **Background**

St Martin-in-the-Fields (St Martin's) is an incredible place to work. Located in the heart of London on Trafalgar Square, we are a place for everyone, everywhere, every day – to worship, reflect, relax, meet, eat and drink, enjoy music and the arts and much more. The church is a 300-year-old architectural jewel. We have iconic spaces that attract hundreds of thousands of people to our site each year.

The Head of People and Culture works for St Martin-in-the-Fields Ltd (SMITFL), which runs the commercial activities across the site and delivers key operational services to support the church, and the fundraising Trust, which helps to raise money to support the entities that sit within the umbrella of SMITF.

SMITFL's remit includes running the Crypt Café, Courtyard Kiosk, shop, corporate events, private dining and hospitality, 300 concerts p.a., exhibitions and pop-up initiatives. Each year (pre-covid), upwards of £3m commercial revenue is generated. Profits go towards supporting the mission and ministry of the church.

As we emerge from the pandemic we are in a phase of renewal and reinvention. Under the direction of a new Chief Executive, we have ambitious plans underway having launched new initiatives to revitalise our offer and completely rethink what SMITFL could be. We have new late-night entertainment and dining events, private dining opportunities in our unique and iconic spaces, Afternoon Tea's in our Gallery and we are currently generating additional income from new outdoor initiatives such as our Summer Music Stage or a planned Winter Food Festival.

As Head of People and Culture you will be a vital part of this exciting new journey. Your experience and vision and your ability to recruit, induct, train and retain a vibrant and energetic new team to help shape our future will be essential. You will be dealing with staff from across a range of disciplines and backgrounds – from church, hospitality, arts, fundraising, charity and catering sectors. This is a broad role for a person with a broad imagination.

## **Nature and scope of the job**

The key purpose of this role is to manage the delivery of a professional and proactive HR service that is valued by colleagues, fully supports our strategic and operational priorities, and enables us to recruit and retain high quality staff. The post holder will help St Martin-in-the-Fields develop a positive and progressive working culture across the entities that make up the organisation by:

- cultivating shared values around behaviours and our respect for one another
- fostering personal development and training
- creating and delivering a strategy to achieve greater equality, diversity and inclusion across our teams.

This role is a key position at a time of significant and positive organisational change as St Martin's emerges from the pandemic. The role is pivotal in helping to recruit and build a new team and to ensure our staff are at the heart of our new vision for the future

## **Main duties and responsibilities**

Provide a professional and strategic HR service to the various stakeholder groups that the role supports and be a proactive and trusted partner to colleagues across St Martin's at all levels.

- Establish effective relationships with key staff and offer insights on people and organisational culture issues to ensure good practice.
- Work with the Chief Executive and other key stakeholders to thoroughly review all aspects of St Martin's current approach to People and Culture and create a staffing structure to support the implementation of the vision for restoring and rebuilding.
- Plan and implement the delivery of a project to create a People and Culture strategy and a Diversity Action Plan and ensure that progress and learnings are regularly reviewed.
- In conjunction with the Head of Finance, maintain an overview of the organisational payroll budget, ensuring an accurate forecast is produced on a regular basis.
- Maintain excellent relationships with internal and external stakeholders including our outsourced payroll manager, recruitment agencies and temp staff agencies. Keep in regular touch with the HR teams of our immediate cultural neighbours and the Diocese of London HR team and explore ways to share resources, training and other collaborative ideas.
- With the Chief Executive, help deliver organisational change by working to build a new staff team post-pandemic and establish clear guidance around behaviours, workplace practices and working culture that is understood by all.
- Lead on internal staff communications, ensuring timely effective and energising updates to staff.
- Oversee the pay structure, ensuring a fair and balanced remuneration structure is in place in accordance with the London Living Wage.

## **Role overview**

- Ensure St Martin's is seen as an attractive and enticing place to work through the creation of workplace benefits, training and personal development, and a general sense of staff wellbeing.
- Oversee budget planning and management.
- Handle disciplinary processes and formal grievances.
- Design and implement training programmes according to identified needs.
- Represent HR on organisational project and working groups as required (e.g. business • continuity management, staff survey groups).
- Manage the process of regularly reviewing HR policies. Write and update policies as needed, including discussing and agreeing with all St Martin's stakeholder groups.
- Review the annual performance review process and make recommendations about ways to improve this.
- Provide annual reports against agreed metrics aligned to EDI strategy and other targets to monitor staff happiness and wellbeing.

- Keep up to date with new developments in HR including best practice, legislative changes and make recommendations where appropriate.

### **Knowledge, skills and abilities**

We are looking for an HR leader with a sense of adventure who can lead from the front. As a true people person, you will demonstrate a genuine interest in people and be able to build rapport and gain trust at all levels of the organisation. Calm, discreet and diplomatic, you will respect confidentiality in all matters and give honest feedback, whilst being warm, friendly and approachable. You will be a can-do person, willing to shape ideas and thinking and contribute to the growth of St Martin's as it recruits and develops a new team following the difficulties of covid.

You will have:

- Excellent communication skills with the ability to listen
- Proven ability to work well within a team
- Strong leadership skills to support and motivate staff
- The ability to show empathy, discretion and treat information confidentially
- A solid understanding of the key principles of employment law
- Knowledge of relevant computer systems and software programmes (Microsoft Office)
- Integrity, high personal standards and sound judgement
- Commitment to wholeheartedly endorse and embrace the ethos and mission of St Martin's and to live this out in all elements of the role

### **Who we are looking for**

SMITF welcomes applications from disabled applicants, and those from under-represented groups including but not limited to ethnic minorities and LGBTQIA+ communities.

### **Why should you apply?**

- You want to make a difference to the lives of disadvantaged people whilst working within a vibrant cultural centre of musical and artistic excellence
- You want to be part of a high-performing team focused on achieving positive outcomes
- You want to progress your career and increase your own knowledge and skills in a supportive and compassionate environment
- You want a competitive salary and benefits
- You want to work in a progressive and inclusive environment that celebrates individualism and self-expression every day.

### **How to apply**

To apply for this post, please email the following to [peopleandculture@smitf.org](mailto:peopleandculture@smitf.org) by **12/08/2022**

- A supporting statement, explaining why you believe you will excel in this role
- A CV detailing your relevant achievements including details of two referees, one of whom should be your current or most recent employer

If you would like to chat about this role, please email Symon Wheelhouse, Head of People & Culture at [symon.wheelhouse@smitf.org](mailto:symon.wheelhouse@smitf.org) to arrange a suitable time to speak.

Interviews will be held as suitable applications are received. SMITF reserves the right to close and appoint to this role within the stated advertising period, and so advises early applications are submitted.