



WOLVERHAMPTON  
**GRAND**  
THEATRE

# RECRUITMENT PACK

#MAGICOFTHATRE



## FOREWARD FROM THE CHIEF EXECUTIVE AND ARTISTIC DIRECTOR

Wolverhampton Grand Theatre has been at the heart of the local entertainment scene since 1894 and has helped to create a lifetime of memories for many people. By joining our team, you will play your part in contributing to the rich history of one of Wolverhampton's most landmarks.

The Grand Theatre's ambition, vision, and determination to achieve great things are some of the factors which enable us to attract the very best talent to our team. The genuine excitement and belief which permeates through the theatre makes for a very exciting and enjoyable creative environment in which to work.

The beautiful Grade II Listed Victorian auditorium has 1200 seats and attracts almost 300,000 patrons per year as we present a wide range of major West end and National productions. These include; drama, musicals, ballet, dance, opera, variety, children's shows, and of course pantomime, where we attract audiences from across the whole of the Midlands region and beyond. We enjoy a reputation for high quality performances and impeccable levels of customer service.

The Grand Theatre, affectionately known as 'The Grand', continues to expand and excitingly in recent years has returned to producing. In house productions were an integral part of the theatre's programme from 1894 right through to the late 1970's. Now this great tradition of creating theatre for the people of the Midlands will once again continue well into the future.

## THE CULTURE

The grand is a registered charity and is also a very successful and significant entrepreneurial company with an intense desire to constantly grow the business, an inherent sense of urgency, rapid decision making, and an 'open door' management approach.

Employees are passionate about the theatre, united in giving customers a fantastic and magical experience, whether they are attending the theatre to experience a performance, attending one of our many exciting events or participating in our extensive community and educational programmes.

Creating theatre every night involves huge dedication and hard work from a highly skilled multi disciplinary team of creative professionals and immensely talented support staff.

To describe the culture of The Grand in a few words;

*We are a dynamic workforce who are energised and motivated to achieve our goals. We encourage collaboration between departments with a strong emphasis on working together to achieve success.*

## THE HIGHLIGHTS

This role reports to  
**the Associate  
Director – People  
and Culture**

The salary for this  
role is up to £32,000  
pro rata, dependent  
upon experience, the  
hours are 30 per  
week.

This role is based at  
the Wolverhampton  
Grand Theatre,  
Lichfield Street,  
Wolverhampton,  
WV1 1DE.



## YOUR NEW ROLE

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We are seeking an experienced and proactive **People and Culture Manager** to support the Associate Director – People and Culture in building a positive, inclusive, and high-performing workplace culture.

## JOB PURPOSE

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This office-based role will support the complete employee lifecycle, promote employee wellbeing and lifestyle initiatives, and take responsibility for payroll preparation and coordination.

You will ensure the Associate Director – People and Culture can operate at a strategic level by managing structure, detail and follow-up across the organisation. At the same time, you will play a key role in building and maintaining effective HR processes and compliance standards.

This newly created role will partner with managers and employees to align our People and Culture strategy with business goals, ensuring an engaging employee experience across the full employment journey.

The ideal candidate will be hands-on, people-focused, and confident operating in a UK employment law environment.

## PRINCIPLE DUTIES & RESPONSIBILITIES

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### People and Culture Operations & Employee Lifecycle

- Support managers with the full employee lifecycle including recruitment, onboarding, performance management and development and offboarding.
- Act as the primary point of contact for all HR-related matters.
- Develop and implement HR policies, procedures, and best practices in line with UK employment law.
- Ensure compliance with all UK legislation, including employment law, GDPR, and health & safety requirements.



## PRINCIPLE DUTIES RESPONSIBILITIES

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### Employee Relations & Wellbeing

- Be the first point of contact for managers and employees on employee relations issues, including absence management, disciplinary, grievance, and performance matters.
- Promote a positive workplace culture focused on employee engagement, wellbeing and work-life balance.
- Design and implement employee engagement, wellbeing, and DEI initiatives.
- Provide guidance and coaching to managers on people management and HR best practice.
- Manage employee relations issues with fairness, empathy, and confidentiality.

### Learning, Development & Performance

- Oversee our Growth and Performance Review process and support managers where necessary.
- Coordinate learning and development and training activities.
- Manage employees training logs and ensure all courses are kept up to date and qualifications are renewed.

### Payroll & Benefits

- Prepare and manage monthly payroll data, ensuring accuracy of salaries, deductions, pensions, and
- Administer employee benefits, pensions, and related administration.
- Ensure payroll compliance with HMRC and statutory requirements.
- Collating information for the annual P11D submission.

### HR Reporting & Administration

- Maintain accurate employee records and HR systems.
- Administration of employee survey and results.
- Track and report key people metrics and reports for SLT and the Board (engagement, turnover and performance)



## KNOWLEDGE & SKILLS YOU WILL NEED TO SUCCEED

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- Proven experience in a People and Culture Manager, HR Manager or senior HR generalist role.
- Strong knowledge of UK employment law and HR best practice.
- Experience with payroll preparation and coordination.
- CIPD Level 5 or Level 7 qualified preferred.
- Excellent communication and interpersonal skills.
- Strong organisational skills with exceptional attention to detail.
- Ability to work independently and handle confidential information with discretion.
- Ability to influence and build trust at all levels of the organisation.
- Discretion and emotional intelligence when handling sensitive matters.

## PERSONAL QUALITIES WE WOULD LOVE YOU TO HAVE

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- Empathetic, approachable, and values-driven.
- High level of integrity and discretion.
- Passionate about people, culture, and organisational success.
- A proactive approach, anticipating needs and resolving issues early.



## WHAT YOU WILL GET IN RETURN

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- Enhanced employer contribution to your pension if you meet the eligibility criteria. We will match your contributions up to 4%.
- 30 days holiday, increasing to 33 with length of service (including bank holidays)
- We want you to love theatre as much as we do so you can request six free tickets\*\* per year and one free booth\*\* (\*\*subject to availability and exclusions apply), and additional ticket offers throughout the year.)
- A 25% discount from the bar and booths on every visit.
- Staff wellbeing events throughout the year.
- An annual Staff Awards ceremony to celebrate employees who have gone above and beyond as nominated by you.
- A chance to participate in Employee Satisfaction feedback on an annual basis.
- Staff parties twice a year.
- Long service awards.
- Mental Health First Aiders points of contact.
- Employee volunteering opportunities.



## EQUALITY, DIVERSITY & INCLUSION

We are committed to equal treatment and opportunities for all our people and believe in building a diverse and inclusive organisation that represents our communities and generates the best outcomes for consumers, customers and stakeholders.

## IF YOU THINK THIS GREAT OPPORTUNITY IS FOR YOU, THEN APPLY TODAY!

If you can see yourself in this role, please send a CV and covering letter to [katie@grandtheatre.co.uk](mailto:katie@grandtheatre.co.uk) form by 12 March 2026.

Interviews will take place week commencing 16 March 2026.

This vacancy may close earlier than the stated deadline if a suitable number of applications are received.

If you've found our job opportunity interesting but you don't meet all of the requirements, it's still worth applying. We would love to hear from you!