



**Troubadour**  
THEATRES

## TROUBADOUR THEATRES Ltd

### People Manager

#### JOB DESCRIPTION

**Reporting to:** Head of Group Operations

**Reporting to you:** No direct reports

**Location:** Hybrid (split between our Head Office, venues, and home working as required)

**Contract Type:** Full Time / Part Time contract available, 4 / 5 days per week, Permanent

**Salary Range:** £45,000–£50,000 (pro rata if part time)

Troubadour Theatres is a company which specialises in large-scale installation theatres and studios. We build and operate go-to destination venues that are fully flexible and contemporary, with the ability to showcase world-class entertainment whilst providing a greater experience for all.

As we grow and expand across theatres, studios and new developments we are looking for an experienced, hard-working and motivated People Manager to join our Head Office team, within the Group Operations department. They will take ownership of People operations across Troubadour, supporting continued growth across our venues and future developments, embedding scalable People systems and culture across the organisation.

This is a new role that is being created in order to support the development of the business, and will entail implementing formal HR systems in a fast-paced organisation. This standalone role is ideal for a strategic HR generalist who is confident working autonomously, enjoys building strong relationships across diverse teams, and thrives in a creative environment.

The People Manager will partner with colleagues across all venues and departments to deliver an effective, inclusive and compliant employee experience. They will oversee the employee lifecycle, manage day-to-day HR operations, support line managers, and ensure HR practices reflect our values of Flexibility, Ambition, Receptivity and Meticulousness.

They will work closely with the Chief Operating Officer, Group Operations team, and venue leadership to support safe, fair and productive working environments for all staff.

Please find a non-exhaustive list of responsibilities below:

- Act as the first point of contact for all HR enquiries across venues and departments, supporting line managers in their handling of any cases. Be the first port of call to provide advice and

guidance on grievance, disciplinary and performance management concerns in collaboration with our external HR consultancy.

- Manage the relationship with our external HR advisors and escalate complex HR matters where appropriate.
- Create and monitor a comprehensive training programme specific to various role types as part of the induction process.
- Develop, maintain and update People policies and processes to support organisational growth, ensuring they are compliant, accessible and aligned with legislative and industry best practice.
- Support managers with employee relations matters including investigations, disciplinaries, grievances, capability, performance and sickness management.
- Effectively communicate employment legislation changes and HR best practice to the group and support with any amendments to the operation required as a result.
- Act as the lead point of communication between the Operations department and the Finance department to ensure accurate payroll records are maintained.
- Manage the timeline for the high-volume recruitment process required when in the planning and build stage of opening our new venues.
- Take ownership of the company's leave processes and systems, ensuring compliance by all employees (salaried and hourly-paid) of accurate logging of all leave types including sickness, annual leave, compassionate etc according to company policies and best practice.
- Ensure HR systems, records and data handling meet GDPR and internal auditing standards, including right to work compliance across the organisation according to legislative changes.
- Work with venue managers and Group Operations to assess training needs across the business. This includes mandatory training and refreshers required for compliance, health and safety purposes, and maintaining the CPD of key senior individuals.
- Make data-led suggestions in relation to staffing, suggesting restructures where appropriate or opportunities for staffing efficiency.
- Support organisational change activities such as TUPE, job description or redundancy consultations.
- Lead on staff culture and welfare, with a focus on employee wellbeing and satisfaction.
- Lead the recruitment strategy across venues and Head Office, ensuring consistency with the Troubadour values and policies.

- Support line managers with inclusive shortlisting, interviewing and selection to encourage a diverse range of experiences, backgrounds and knowledge bases are represented in the company.
- Develop job descriptions in collaboration with the Operations, Finance, Construction, and Sales, both for maintaining existing roles to accurately reflect responsibilities required, and for new roles as part of the businesses' growth.
- Identify talent within the organisation and assist with development plans to support adequate succession planning.
- Design and implement company onboarding, offboarding, and induction programmes for various roles and departments, supporting line managers on its implementation where required.

Further, any other responsibility or duty as would reasonably be expected of a People Manager, as instructed by your line manager.

#### **PERSON SPECIFICATION:**

##### **ESSENTIAL:**

- Proven experience in a mid-level HR generalist role, ideally in a creative or hospitality industry.
- CIPD Level 5 (or working towards,) or demonstrable equivalent experience.
- Strong working knowledge of HR processes, employee relations and employment law.
- Experience advising managers on HR cases (disciplinary, grievance, sickness, performance).
- Confident in managing recruitment processes from end-to-end.
- Excellent organisational and administrative skills with strong attention to detail.
- Ability to work independently, exercise sound judgement and manage sensitive situations with discretion.
- Strong communication skills and the ability to build trust at all levels of the business.
- Comfortable working in a fast-paced environment and adapting to evolving business needs.
- High levels of emotional intelligence, empathy and professionalism.

##### **DESIRABLE:**

- Experience in the theatre, arts or hospitality sectors.
- Knowledge of payroll input processes and GDPR best practice.
- Exposure to ED&I initiatives or inclusive workforce strategies.
- H&S or mental health training.
- Interest in theatre and the arts.

##### **CHARACTERISTICS:**

- An organised, flexible approach to day to day responsibilities
- A creative and resourceful approach to problem solving
- A confident, friendly and professional manner with excellent people skills
- Demonstrable ability to prioritise effectively, delegate when needed and multi-task
- Embody the Troubadour values of Flexibility, Ambition, Receptivity and Meticulousness

## **TERMS AND BENEFITS**

- Permanent, full time or part time available
- 24 days holiday allowance plus bank holidays, pro rata to length and type of contract
- 2 month notice period
- 50% off at our theatre restaurants when you are dining, outside of peak times
- Salary sacrifice pension scheme and access to the Mintago benefits system

## **HIRING PROCESS**

- We anticipate that first stage interviews will commence from 26th March 2026
- Applications may close earlier depending on the volume of applications
- We anticipate the start date for the role being April / May 2026, depending on the successful candidate's availability