



# **People Services Advisor**

**Candidate Information Pack**

**SHAKESPEARE'S  
GLOBE**

**'And let us...  
on your imaginary  
forces work.'**

Henry V, Prologue

## **Our Cause.**

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment.

Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.



# Welcome to the Globe.

**Thank you for your interest in coming to work at Shakespeare's Globe. This is a really exciting time to be joining us.**

Shakespeare's Globe exists to celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity, and excites learning to make Shakespeare accessible for all.

The People Team at Shakespeare's Globe works to deliver an effective and professional people service and to ensure that colleagues at the Globe have an excellent employee experience. We deliver payroll services, and maintain HR systems and processes whilst also being responsible for delivering our People Plan, ensuring that the Globe attracts, retains, and develops a diverse workforce that thrives in a healthy and inclusive working environment. Our team is flexible and responsive to the changing needs of the organisation, and works collaboratively with colleagues across the Globe to deliver high-impact programmes that champion equity, belonging and positive wellbeing for all our colleagues.

We're looking for someone who can provide outstanding customer service to colleagues across the Globe, whilst supporting the implementation of our People Plan and helping to develop our ways of working, systems and processes - ensuring that the People Team provides a high-quality, professional service and contributes to developing an excellent employee experience for Globe colleagues.

We really hope you'll want to join us in enabling colleagues at the Globe to continue their work to make Shakespeare accessible to all, and look forward to receiving your application.





Sam Wanamaker on Bankside, 1980s

# Our History.

The very first Globe Theatre was built in 1599 but burned down in 1613; its rebuilt successor was demolished in 1644. The current Shakespeare's Globe was founded by the Chicago-born actor and director, Sam Wanamaker CBE, who initiated the idea after a visit to London in 1949, when he was disappointed to find the only memorial at the site of the Globe was a faded plaque on a brewery wall.

In 1970 Wanamaker founded what was to become The Shakespeare Globe Trust, whose purpose was to reconstruct the first Globe Theatre and create an education centre and permanent exhibition dedicated to the exploration of Shakespeare in performance. More than two decades of fundraising and painstaking research into the design of the original theatre followed, during which time the Globe also established a thriving education department under the leadership of Director Patrick Spottiswoode. The education department celebrated 30 years in 2019, and remains central to the project's success today.

The Globe and some of its ancillary buildings were completed and opened by Her Majesty the Queen in June 1997, and under the successive artistic directorships of Mark Rylance, Dominic Dromgoole, Emma Rice and Michelle Terry, the Globe has become a world-renowned performing arts venue, cultural attraction and education centre. The theatre itself is a masterpiece of traditional craft - a 'best guess' at the appearance of the original open-air theatre for which William Shakespeare wrote his dramatic masterpieces. It is now one of the best recognised and loved buildings in London, attracting top directors, designers, composers, teachers and academics.

In January 2014, the organisation's artistic range was greatly extended by the opening of the [Sam Wanamaker Playhouse](#), a beautiful indoor candle-lit theatre built according to 17th Century designs and offering an entirely different theatrical environment to the Globe. Also on-site there are rehearsal spaces, classrooms, a gift shop, a bar and restaurant and a lecture theatre.

[Find out more about Shakespeare's Globe, our story and our work here.](#)



A Lively Action tour. Photo Cesare de Giglio

# Working with us.

## **Benefits.**

At Shakespeare's Globe we offer a wide range of benefits to our employees including:-

- discounts at our catering facilities and shop
- free entry to education events
- two free groundling tickets in each season
- confidential employee counselling service and assistance programme
- free flu jabs
- birthday breakfasts and end of season staff celebrations
- 25-days' annual leave per year, plus bank holidays
- enhanced pay for expectant parents during maternity, adoption and shared-parental leave
- access to sustainable travel incentives including a cycle to work scheme and season ticket loans
- access to local discounts and special events via 'Better Bankside', including professional development opportunities, wellbeing and fitness events, and a discount card to help you save money when you spend locally

## **Work-life balance and flexible working.**

We understand that balancing work and home life isn't always easy, and the Globe is a great place to achieve that balance. We genuinely care about our people being able to thrive both at work and at home, and our successful hybrid-working policy allows colleagues in certain roles to split their time between the Globe office and home, helping to improve your focus, save on travel costs and balance work and home life. We also welcome suggestions and requests for flexible working, including part-time working, job shares, condensed hours and homeworking.

## **Our commitment to inclusion and anti-racism.**

Inclusion is central to the Globe, and our aim is to make Shakespeare accessible to all. We are committed to creating a workforce that is representative of our society and with a variety of skills and experiences that will help shape what we do, how we work and how we interact with our community.



# About the Role.

Job Title	Salary	Department
People Services Advisor	£26,000 p.a	People
Weekly Working Hours	Direct reports	Reports to
35-hours (worked flexibly)	N/A	People Services & Payroll Team Leader

## Purpose.

The People Services Advisor provides effective support to senior leaders, managers and colleagues, championing the People Plan, and supporting colleagues across the organisation to effectively use the Globe's HR and People Management frameworks to create a positive employee experience. The role also contributes to supporting the organisation in establishing and maintaining a positive and inclusive organisational culture.

## Delivery

- Provide effective support to managers, helping them to use the Globe's HR and people management frameworks to lead their teams and deliver the Globe's services effectively.
- Coordinate our recruitment process, including managing the recruitment inbox, supporting the selection process, completing employee checks and ensuring that contracts are correctly produced.
- Support managers during onboarding, induction, probation, and with performance management; ensuring they have access to relevant frameworks and guidance.
- Maintain the Globe's HR and Payroll systems including employee records, ensuring that information remains up to date at all times and can be used to generate real-time data on our workforce.
- Conduct the weekly and monthly payroll and ensure the pension process is followed correctly and within the agreed timescales.
- Support managers and colleagues to understand and use the Globe Staff Handbook and related policies and processes to manage issues; signposting them to relevant sources of information and support.
- Support the planning and coordination of training, including booking and liaising with facilitators, organising venues, and ensuring that records are kept.
- Support the coordination of the Staff Consultation Group and regular staff surveys, including supporting the set-up, promoting completion and supporting with data analysis.

## Development

- Support the People Services and Payroll Team Leader to provide high-quality data.
- Support project activity related to the People Plan, working closely with HR Managers.
- Support the People Team in developing and maintaining effective, high-quality digital filing systems.
- Support the organisation's learning and development strategy, including gathering information relating to training needs that inform strategic planning, and supporting managers in using our performance conversation frameworks.
- Continuously develop your own HR knowledge and understanding of best practice.

## Collaboration

- Work closely with the People Team in developing and delivering the People Plan.
- Engage and foster good working relationships with managers and colleagues across the organisation, contributing to building and maintaining the HR Team's positive reputation.
- Support managers and colleagues in managing employee relations, including following our disciplinary and grievance processes.
- Liaise with external organisations, trainers and consultants when required.
- Be an enthusiastic advocate for the Globe's mission and charitable aims.

# About You.

## Knowledge and Experience.

- Experience working in or with an HR team, delivering HR support or administration.
- Experience working in a customer-focused environment, delivering internal and/or external customer service.
- Able to demonstrate some knowledge of effective HR practice and/or evidence of ongoing personal development in this area.

## Skills and Abilities.

- Able to produce clear written communication and create engaging, accessible resources, adapting messaging to suit diverse audiences.
- Capable of providing excellent internal and external customer service to colleagues and candidates at all levels.
- Able to demonstrate a proactive approach to identifying potential issues, with a focus on innovative and efficient solutions.
- Able to demonstrate effective time-management skills and take responsibility for prioritising workload and tasks.
- Capable of and committed to handling sensitive matters professionally and with complete confidentiality.
- Ability to effectively use Microsoft 365, and adapt to new systems and digital tools, including HR information systems and learning management systems.

## Values and Behaviours.

- A strong commitment to and understanding of the principles of equality, diversity, inclusion and anti-racism.
- Willingness to champion The Globe's Cause and charitable purpose.
- A commitment to ongoing professional development through participation in relevant training.



The Globe on Tour company. Photo Marc Brenner Emilia at the Vaudeville Theatre. Photo Helen Murray

**If you think you have what it takes to be our next People Services Advisor, but aren't sure you meet every point on the person specification, please still get in touch. We'd love to chat to see if you could help our People Team achieve great things.**

# How to Apply.

**The closing date for applications is Sunday 5th June at Midnight.**

## Application Timeline

- Closing Date: Sunday 5th June, midnight
- First Stage Interviews: Week commencing 13th June
- Second Stage Interviews: Week commencing 20th June

**To apply, please [click here to complete our online application form](#). As part of the online application you will be asked to complete short answers to the following three questions:**

- Please tell us about your experience working in or with an HR team to deliver HR support or administration.
- Tell us about your excellent customer service skills, and why you think they are important to a successful People (HR) Department.
- How do you demonstrate your commitment to inclusion and anti-racism at work?

You will also be asked to submit your CV (we ask that you please anonymise your CV by removing information such as your name, address, and age, as we like to shortlist anonymously), and complete some diversity monitoring information.

Please note:

- We will contact you to let you know the outcome of your application. This can sometimes take a few days from the closing date.
- You must be able to provide proof of your right to work in the UK before starting work with us.
- Unfortunately, we won't be able to consider applications received after the above closing date.

## Meet the Line Manager



### Ruqia Sharif

If you'd like an informal chat with Ruqia to find out more about the role, the team and what she's looking for in our new People Services Advisor, you can get in touch at [hr.s@shakespearesglobe.com](mailto:hr.s@shakespearesglobe.com). She would love to hear from you.





# What to expect.

## **Getting here.**

Shakespeare's Globe is located on the bank of the River Thames, London (UK), in the Bankside Cultural Quarter. Our address is 21 New Globe Walk, SE1 9DT. You will find us next to the Tate Modern and across the River Thames from St Paul's Cathedral.

## **More information about getting to us.**

We recommend you arrive 10 minutes before your interview. Please use the Stage Door to the left of the Globe entrance. More information will be provided with your interview confirmation.

We have a smart casual dress code – so there's no need to wear a suit.

## **The Interview.**

The interview is a useful way for us to get to know you, and gives you the chance to meet the recruiting manager and some of the people you will be working with, as well as ask any questions you might have.

**If you require any adjustments to be made to make either our application or interview process accessible for you, please contact [hr.s@shakespearesglobe.com](mailto:hr.s@shakespearesglobe.com).**

We use structured interviews based on a mix of the skills and behaviours that we think are important to carry out the role. All candidates will be assessed against the same criteria and given the same amount of time. The 'About You' section of the Job Description lists the specific skills that we will be assessing during the interview.

We have included some helpful interview tips on the next page.

## **What Else?**

You may also be asked to prepare something in advance, such as a presentation. We will provide more information about this when we invite you for interview, and ensure we give you time to prepare. If there's anything you're unsure about before your interview, please get in touch

## **Timescales.**

We know you'll be keen to hear the outcome of your interview, and we'll aim to update you as soon as we can after the last interview has taken place. If there will be any major delays in letting you know, we'll keep you updated.

# Interview Tips.

## How to Prepare.

- Think about the competency areas that we'll be assessing you against (you can find these in the 'About You' section of the Job Description).
- The questions we ask will try to explore both positive and negative experiences. For example, if one of the criteria is about organisational skills, you may be asked about a time when you were not able to meet a deadline. Try to consider times when things may have gone wrong and what you learned from the experience.
- Consider the work that you've done to date that shows good examples of the personal qualities that we are looking for. Remember, this might not be your most recent or most senior role, but the one where you used your skills to their best. This experience may come from personal experience, volunteering, study and education as well as from your professional career.
- Our website is a valuable source of information – if you have time before the interview, take a look to get a better understanding of what your department does and how your role might fit into it.
- For some roles, it may be useful to do some research around what is going on in the industry or with our competitors.
- You might find it helpful to ask someone to help you practice for your interview.

## Impostor syndrome.

Impostor Syndrome is the overwhelming feeling that you don't deserve your success. It can convince us that we are not as intelligent, creative or talented as we may seem. It often strikes when applying for a job, and has long been thought to disproportionately affect women and people from minority backgrounds. If you recognise feelings of imposter syndrome during your job search, [you'll find some useful tips to help overcome it here.](#)

## Competency-Based Interview Questions.

It can be difficult to answer interview questions if you have not prepared some examples in advance. You may therefore wish to prepare some answers based on the 'About You' section of the Job Description using the STAR technique.

This technique can also help you to be clear and concise with your answers so that you provide enough detail without using up too much of your interview time.

STAR stands for Situation, Task, Action, Result.

### Situation

Think about an appropriate situation that links to the question being asked. It might be helpful to consider 'What, Who, Where and When?'

### Task

What was the task at hand (what did you need to do?)

### Action

What did you do in the situation? Try to focus on specific examples.

### Result

Describe how your behaviours and actions impacted the situation. What value did you add? What was the impact? What did you learn?

If you can't think of an example, it's best to be honest, as made up examples can lead to unclear answers. Instead, try answering the question based on what you would do, if you were presented with a situation where the skill or behaviour was required.

