



Senior Higher Education Manager

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.

We are looking for a Senior Higher Education Manager to join our Education Department.

We are committed to improving diversity and inclusion across our organisation. We therefore encourage applicants from underrepresented groups such as Global majority (Black, African, Asian, dual-heritage, indigenous to the global south, and, or racialised ethnic minority), LGBTQA+, and Deaf and disabled groups. We will make the necessary adjustments to ensure an inclusive candidate experience.

Education is at the heart of Shakespeare's Globe. We seek to share the educational, academic and creative discoveries made at the Globe with people of all ages and nationalities. Our values are rooted in community, research, access and social justice. We run a year-round programme of activities comprised of two main areas: Learning and Family work and Higher Education & Research.

The Higher Education team welcomes students from a wide variety of subjects (including acting and English literature) to participate in programmes ranging in duration from two days to a full academic year. We offer courses for trainee and professional actors and directors. We currently work with participants from undergraduate to post-Doctoral level, from universities and drama schools, nationally and internationally. Students of all backgrounds work with us throughout the year.

The ideal candidate will have an interest and enthusiasm for innovative arts education in the Higher Education sector. They will have previous experience with budget management, strategic oversight and effective management of teams. We're looking for an individual with effective organisational and communication skills and the ability to prioritise a varied workload and respond rapidly in changing situation.

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.



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
Senior Higher Education Manager	£44,000 per annum	Education
Responsible for	Reports to	Working Hours
- Higher Education Manager - Higher Education Coordinator and Practitioner - Champion for Freelance Higher Education Faculty	Co-Director of Education	35 Hours per week exclusive of lunch breaks

Purpose.

The Senior Higher Education Manager leads on the strategic development of university and conservatory training courses and Higher Education.

The role oversees the programming of all courses with support from the Senior Producer, and works closely with the Co-Director, Education and Head of Research to develop the provision and accessibility of Higher Education programmes and expand and implement the strategy for Higher Education & Research at the Globe.

Key Relationships

Internal

- The post holder will oversee communications for Higher Education across the site.
- They will sit on Wider Leadership Group and maintain a close working relationship with its members, Globe Faculty, staff in Education and other departments, paying particular attention to: Audiences; Ticketing and Sales; Audience and Visitor Operations and Theatre

External

- The post holder will ensure a close collaborative relationship with Higher Education partners.

Principal Responsibilities

- Work with Leadership team in Education to identify, and then fulfil, strategic objectives for Education & Higher Education.
- Oversee the development of a programme of undergraduate, postgraduate and Studio courses throughout the year.
- Oversee and ensure Diversity and Inclusion and Anti-Racism practices and principles underpin the Higher Education area and courses
- Oversee the management of Rutgers Conservatory at Shakespeare's Globe.
- Monitor the financial management of the MA in Shakespeare Studies and support the Head of Research in their management of the MA.
- Monitor the Rutgers Company Management team.
- Support the intellectual components of creating a course under the guidance of the Head of Research and/or Course Director.
- Oversee the preparation of faculty appropriately to enable them to deliver against learning outcomes and the aims of a course.

- Support the Higher Education Programmes Manager as they oversee the creation of course outlines, schedules and support materials.
- In collaboration with the Head of Research, oversee the evaluation of courses/programmes and ensure evaluations are conducted in an ethical and inclusive way.
- Lead on all strategic higher education projects.
- Lead on the Education's British Accreditation Council award (and associated inspections) and stay alert to changes within UK Visas and Immigration policy.
- Liaise with the Senior Producer to ensure all procedures for security, H&S are properly carried out in line with Globe policies and procedures.
- Lead on faculty recruitment working with the Higher Education Coordinator & Practitioner to oversee a framework of support and their intellectual development .
- In Consultation with the Co-Director, Education and Head of Research, oversee the evaluation of faculty, ensuring it is conducted in an inclusive and ethical way.
- Champion the Higher Education Consultants and ensure effectiveness and inclusive ethics of quality assurance procedures and new faculty inductions and training
- Support the Audiences team to create strategies for marketing Higher Education courses and to commission and/or write promotional material relating to Higher Education courses.
- Maintain the principles of the Globe's access policy.
- In consultation with the Senior Producer, create and monitor the annual budget for all Higher Education courses.
- Oversee the implementation of Tessitura (Customer Relationship Management System) in the Higher Education area.

About You.

Essential

- Previous experience of budget management and strategic oversight.
- Previous experience in managing teams.
- An interest and enthusiasm for innovative arts education in the Higher Education sector.
- Effective organisational skills.
- Ability to prioritise a varied workload.
- Ability to communicate with a wide range of people at all levels.
- Student-centered approach.
- A strong team player.
- The ability to respond rapidly and effectively to changing situations.

Desirable

- Demonstrable experience of working with academic, drama school and/or artistic teams
- Experience in formulating programmes for students in a theatre and/or education environment.
- An understanding of the arts/cultural sectors is an advantage.

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

How to Apply.

The closing date for applications is Monday 18 July 2022 at 10.00am

Application Timeline

- Closing Date: Monday 18 July 2022 at 10.00am
- First Stage Interviews: Week Commencing 5 August 2022
- Second Stage Interviews: Week Commencing 12 August 2022

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:

- What elements are required to create an inclusive learning environment for students?
- How do you ensure effective communication across teams in an organisation?
- What are some ways you have created a collaborative and creative atmosphere within a team you are leading?

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.



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.

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 to 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.

