



Payroll Assistant

Candidate Information Pack

**SHAKESPEARE'S
GLOBE**

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.



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:-

- ◆ **Globe Perks:** benefits discounts platform that gives you savings on your everyday purchases. Discount at Globe Shop and catering facilities and two free groundling tickets in each season and two free Guided Tour tickets
- ◆ 3 times annual salary life Assurance and access to Smart Health; 24/7 GP consultation, Health check, second opinion from best doctors, fitness and nutrition plan and advice.
- ◆ Enhanced pay for expectant parents during maternity, adoption and shared-parental leave
- ◆ 5 days paid emergency carer/parental days per year
- ◆ Increase in holiday entitlement with length of service up to maximum of 28 days and Floating bank holidays
- ◆ Confidential employee counselling service and assistance programme
- ◆ Access to sustainable travel incentives including a cycle to work scheme and season ticket loans and rental deposit 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.

About the Role:

Job Title	Salary	Department
Payroll Assistant	£19,019 per annum	People and Culture
Weekly Working Hours	Direct reports	Reports to
28 hours per week <small>Monday and Tuesday key working days but the remaining hours can be worked flexibly</small>		People Systems & Payroll Manager

Purpose

The Payroll Assistant is responsible for assisting in the accurate and efficient payroll processing for monthly and weekly pay-run. A key function of this role is to serve as the point of contact for all payroll-related inquiries.

Responsibilities

- Checking and verifying that all payments and deductions are correctly processed on the weekly and monthly payrolls, ensuring mistakes are rectified by the appropriate deadlines.
- Absence and annual leave checking and ensuring managers are following the correct relevant procedures.
- Ensuring payroll deadlines are met, and liaising with key stakeholders to ensure they also meet the deadlines.
- Additional payment processing, ensuring compliance and appropriate record keeping.
- Administering Globe benefits such as cycle to work scheme, season ticket loan, rent deposit loan, life assurance, and other salary sacrifice schemes.
- Work closely with the People System and Payroll Manager to ensure that payroll policies are up to date, fit for purpose and compliant.
- Adhering to payroll policies, procedures and legal compliance.
- Ensuring payrolls are signed off and processed through BACS.
- Checking new starters that have been inputted the HR & Payroll system.
- Processing and checking leavers once the People Advisors/Assistant have confirmed details.
- Checking salary changes and organisational changes inputted in the HR & Payroll System in line with approval documents.
- Administering the manual Actor payslips process.
- Processing new starters in the correct pension scheme (Aviva, Now, Musicians Union, or Equity)
- Ensuring compliance with auto enrolment and other pensions regulations
- Generating and distributing payroll reports
- Supporting auditing processes
- Support with writing pay related letters or communications.
- Be the first point of contact for employees and workers who have payroll related queries.
- Manage the payroll inbox and respond in a timely, knowledgeable, and friendly manner.
- To write and maintain how-to guides for managers and employees, and hold payroll knowledge sessions for the organisation on payroll related topics.
- Supporting with other tasks as requested by the People & Culture team.
- Complying with GDPR requirements and maintaining confidentiality and care.

About You:

Knowledge and Experience.

This is an entry level role so no previous payroll experience is required. When considering if this is the right role for you, you may find the following questions helpful:

- Are you an eager individual looking to grow their in-house payroll administration experience?
- Are you detail orientated?
- Do you have a genuine interest in exploring different pay approaches, payroll systems, and benefits?
- Do you enjoy completing administrative tasks and looking for ways to improve processes?
- Are you an innovative and creative problem solver?
- Are you comfortable about meeting tight deadlines?
- Are you interested in developing relationships with different people and supporting their needs?

Skills and Abilities.

- Strong administration skills
- Organisational Skills
- IT skills (Microsoft Program - Excel, Word and Outlook)
- Attention to details
- Problem solving skills
- Verbal and written communication skills



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 Payroll Assistant 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 and Culture Team achieve great things.

How to Apply:

The deadline for applications is 10:00am on 2nd October 2023

Application Timeline

- Closing Date: 10am 2nd October
- First Stage Interviews: 10, 11 or 16 October

To apply, please [click here to complete an application form](#).

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 Payroll Assistant, you can get in touch at 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.

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 impostor 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.

If you would like any of this information in a different format, or have any questions or concerns about the application or interview process, please don't hesitate to contact us.

