

Head of People &

Visitor Experience

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Introduction

The role of Head of People & Visitor Experience will provide a comprehensive HR service, with the aim of ensuring that managers and employees are equipped with best practice to create and lead a high-performance culture. The role requires a willingness to be ‘hands on’ and ultimately responsible for the management of the overall HR operation.

The successful candidate will be stepping into the role at an exciting time – taking the baton from Eden Court’s first Head of HR. The successful candidate will work throughout 2021 with the incumbent Chief Executive and will then shape organisational workplace culture with a new CEO from 2022.

There’s a great opportunity to work closely with the CEO and SMT to further embed the values and behaviours that support high performance, high levels of wellbeing and staff engagement.

Eden Court is Scotland’s largest multi-arts centre. Our building spans three centuries and you can find more information about us [**here**](https://eden-court.co.uk/index.php/actions/tools/tools/download-file?id=130809).

What we are looking for

**THESE THINGS ARE ESSENTIAL FOR ALL APPLICANTS: -**

* Proven experience working as an HR generalist to management level
* A solid knowledge of employment legislation and its application
* Experience in development and supporting line managers through change
* Exceptional organisational and communication skills together with proven leadership capabilities
* Excellent problem solving and decision-making skills and confidence in coping with ambiguity
* An ability to maintain confidentiality and act with discretion and diplomacy
* A sense of humour

Job Description

The Covid-19 pandemic and related government restrictions have had a huge impact on our ways of working at Eden Court. We are continuously adapting in line with the guidelines and this job may also change and shift along with the circumstances.

The role will:

* Represent the People function consistently and with professionalism - facing the boardroom and workforce with confidence and skill.
* Lead the Visitor Experience team to excel at customer experience.
* Bring Eden Court’s brand values and attributes to life and deliver on the values of Eden Court to best support the employee experience and ultimately cultivate a distinctive culture.
* Champion customers’ and employees’ perspectives in Eden Court’s strategic decision-making.
* Translate key data into an effective and commercially focused HR and people strategy, working with senior management and influencing them on the best course of action.
* Review, evaluate and seek to improve the stages of the employee journey:
  + Sourcing and recruiting
  + pre-boarding
  + onboarding
  + compensation and benefits
  + ongoing learning and development
  + ongoing engagement and communication
  + rewards and recognition
  + performance planning, feedback and review
  + advancement
  + retirement, termination or resignation.
* Pinpoint changes required in operations, policies and procedures to provide a seamless and engaging employee experience.
* Give counsel and manage complex employee relations issues such as grievance and disciplinary cases, performance management, absence and redundancy.
* Provide advice on recruitment and selection strategies, supporting the recruitment process as required, such as writing job descriptions and preparing interview questions.
* Design and implement a learning and development plan with a focus on performance management
* Oversee the administration of payroll working closely with the finance team
* Ensure legal compliance is met in all HR activities.
* Continuously review the responsibilities of the department and make bold decisions when necessary.

**THESE ARE RESPONSIBILITIES THAT ARE SHARED BY ALL EDEN COURT STAFF:**

* Abiding by and promoting organisational policies, such as Equal Opportunities, Health & Safety, Safeguarding and Data Protection;
* Maintaining an environment that is safe and welcoming for participants, audiences, visitors, staff and everyone else;
* Representing Eden Court professionally at external meetings and advocating for the work we do.

Employment Details

**JOB TITLE** Head of People & Visitor Experience

**SALARY** Up to £38,500 per annum

**HOURS OF WORK** 37.5 per week

**LOCATION** Eden Court Highlands, Bishops Road, Inverness, IV3 5SA although some homeworking will also be possible

**DEPARTMENT** People & Experience

**LINE MANAGER** Chief Executive Officer

**PENSION** Up to 6% Company contribution with the Peoples Pension

**HOLIDAYS** 28 days holiday from April to March plus 6 public holidays, rising to 33 days after 5 years service

**OTHER BENEFITS**

* Complimentary and discounted tickets to events at Eden Court;
* Free soup and 20% staff discount at Eden Court’s café/bistro.
* Employee Assistance Programme, a free confidential helpline offering legal advice and health support on a range of different issues
* Free parking

How to Apply

Please apply in writing explaining, in a letter no more than two-sides of A4, your interest in the role and telling us why you believe you would be suitable.

Please also attach a recent CV and send to: [**jobs@eden-court.co.uk**](mailto:jobs@eden-court.co.uk) along with the following information:

* Name
* Address
* Phone number
* Your access requirements if invited to an online interview

Please also complete [**this online Equalities Monitoring form**](https://forms.office.com/r/MWnQ40vRmY)**.**

***Applications must be received by noon on Thursday 29th July***

Application Timeline

**DEADLINE:** *Thursday 29th July at noon*

**INTERVIEWS:** *TBC but likely to be within two weeks of the application deadline*

**START DATE:** *ASAP*