

HR & LEARNING ASSISTANT



APPLICATION INFORMATION PACK

If you require this Recruitment Pack in a different format, please contact the HR & Learning team on 0113 213 7280 or recruitment@leedsplayhouse.org.uk

QUICK FACTS



3 THEATRES

5 MAIN REHEARSAL & STUDIO SPACES

c193,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER



- Restaurant & café
- Two bars
- Conferencing and events
- Public gallery space

THIS **SHORT FILM** WILL
HELP YOU UNDERSTAND
WHAT WE'RE ALL ABOUT.

WHO WE ARE



Leeds Playhouse has been one of the UK's leading producing theatres for 55 years. We are an award-winning cultural hub, a place where people come together to share stories, spark creativity and experience world-class theatre in the heart of Yorkshire.

At the heart of our purpose is a belief in the transformative power of theatre. We are driven by a social mission – to create work that speaks directly to the people of Leeds, reflects their lives, and opens up new possibilities for everyone who calls this city home. Our productions, projects and partnerships are rooted in the belief that culture should be accessible to all, and that theatre can be a catalyst for change.

The Playhouse has a proud history of inclusive practice, community connection and civic responsibility. We work closely with people across our region to ensure our work is representative, relevant and resonant. Our commitment to inclusivity is embedded in everything we do, from our artistic programme to our participation work and building design.

This warm, open approach has been recognised nationally. In 2022, **Leeds Playhouse** was named **Most Welcoming Theatre** at the **UK Theatre Awards**, a testament to our commitment to creating an accessible, inclusive and creative space at the heart of the Leeds City Region. Our productions continue to receive national acclaim. In 2025, our production of *Animal Farm* won the **UK Theatre Award** for **Best Revival** and a range of our productions were nominated for **Olivier**, **Black British Theatre**, **Asian Media** and **What's On Stage Awards**. For three consecutive years, Playhouse performers have won **Best Performer in a Musical**, and in 2024 our production of *Oliver!* was named **Best Musical**.

THE ROLE



Leeds Playhouse is made up of brilliant, passionate and dedicated individuals who bring creativity, compassion and individuality to every aspect of our work. Whilst we are a medium-sized organisation, we have many unique roles and a blend of employees, casual workers, volunteers, and self-employed freelancers coming together to deliver a wide range of projects onstage and off.

The HR & Learning Assistant is a pivotal role at the centre of a lively and varied HR & Learning department, providing administrative support for a wide range of HR & Learning activities with particular involvement in recruitment and onboarding; contract and changes; payroll; learning & development; and data management.

The HR & Learning Assistant will offer first-line advice and guidance to employees and managers on non-complex issues, including members of the Senior Management Team, in line with standard practice, policy and procedure. You will also assist with identifying and implementing improvements to the ways we deliver our services.

You'll be working directly with and supporting the HR & Learning Manager, as well as working closely with staff across the whole organisation, particularly our payroll team. We deliver the full range of HR services, and this role is a blend of responding to HR-related queries and administrative tasks. Working within a small but supportive HR & Learning team, you will be given opportunities to identify and work in areas where you excel and those where you might need development.

MAIN DUTIES AND RESPONSIBILITIES

GUIDANCE AND ADVICE

- Providing guidance on standard HR & Learning procedures, dealing with day-to-day queries and advising in line with the current policies and procedures consulting with and involving the HR & Learning Manager as necessary, including where issues fall outside current of scope of knowledge and practice.
- Assist in identifying areas for improvement in HR & Learning policy, process and procedure and practice.
- Maintain a customer focused approach with applied commitment to diversity, inclusion and access in support of Playhouse staff and stakeholders and the internal culture of the theatre.
- Identify opportunities for your continuing professional development including staying up to date with Employment Law and people practice as appropriate to your scope of practice.
- Identifying and raising with the HR & Learning Manager when instructions you receive fall outside normal practice.

ADMINISTRATION

Providing a full range of administrative support for the HR & Learning function including but not limited to:

- Maintaining accurate and up-to-date employee and casual worker personnel files for HR & Learning department, supporting managers with access and location of relevant files and documentation.
- Keeping staffing lists up to date.
- Collating and processing payroll information for new starters, changes, and leavers including giving accurate advice to managers, members of the Senior Management Team regarding payroll deadline and processes, and communicating with the Payroll team to address any issues, involving the HR & Learning Manager as necessary.

- Preparing letters and contracts following instructions with use of existing templates, seeking guidance from the HR & Learning Manager where variations from standard procedure fall outside current scope of practice; checking for and raising any variations from usual practice or previous employment documentation with the HR & Learning Manager.
- Referring letters, contracts, job packs and communications to the HR & Learning Manager for review, authorisation and quality assurance as necessary.
- Triaging and liaising with employees and their managers regarding documentation upon receipt, referring these for follow-up by the HR & Learning Manager as required – including annual reviews, one-to-ones, medical and confidential information forms, return to work interviews and self-certification forms, DBS checks, exit interviews.
- Monitoring dates when work and reviews are due, expires or needs renewing, and issuing reminders to staff, managers and HR & Learning colleagues.
- Coordinating and assisting with periodic processes, such as auditing accuracy of information, collation of completed appraisal documentation, auditing training records etc.
- Assist in the design of new templates and guidance for the full HR & Learning function.
- Assist in developing materials and HR & Learning communications e.g. announcements, training materials, job packs, rewards, intranet posts etc. with guidance from the HR & Learning Manager as necessary.
- Taking notes at meetings as directed, producing accurate minutes.
- Supporting with casework administration when needed, under the supervision of the HR & Learning Manager.
- Raising orders and getting authorisation for purchases, and processing invoices on our accounting software.
- Day-to-day administration of the shared HR & Learning department inboxes.

RECRUITMENT

- Deliver Playhouse recruitment processes including tracking timelines, helping to write and post job adverts on the Playhouse website and external websites, creating forms, updating and formatting job packs, liaising with and supporting managers to plan and deliver recruitment activity, and robust probationary processes, involving the HR & Learning Manager as necessary.

- Track and deliver the pre-boarding and onboarding processes for new starters including new starter paperwork and checks, and inductions in liaison with their managers and the wider Playhouse staff teams as appropriate.
- Checking designated recruitment and selection procedures and authorisation processes have been followed by recruiting managers, and ensuring processes are in line with the Disability Confident Scheme, involving the HR & Learning Manager if any issues arise including raising any variation from normal practice for review.
- Preparing information for reviews of casual staff pools.

DATA PRACTICES

- Maintaining, processing and collating HR recruitment, Diversity and Inclusion, wellbeing and absence data to support the production of reports. This will help the HR & Learning Manager with evaluation and reporting to inform organisational narrative, strategy and reporting including our Action for Change initiative.
- Creating, processing, archiving, and destroying HR & Learning data in accordance with our Data Policy and HR retention schedule.
- Organise and track DBS (Disclosure and Barring Service) applications, including carrying out DBS checks and making an initial assessment of DBS returns, in accordance with guidelines.
- Manage and maintain our diversity data safely, securely and accurately.

EMPLOYEE ENGAGEMENT, REWARDS, INCLUDING LEARNING & DEVELOPMENT

- Calculating holidays and assisting in the administration or roll-out of any new processes for recording holidays.
- Making arrangements for training, recording training, sending invites, monitoring attendance on courses.
- Assist with development of training and briefing materials and interventions.
- Supporting the implementation of and offering guidance and advice to staff about their reward package, eligibility and how to access staff benefits.
- Obtaining quotes and engaging providers, for example, for training, recruitment, staff rewards, engagement and wellbeing initiatives.
- Maintain and update HR & Learning areas of the staff intranet.

GENERAL RESPONSIBILITIES

GENERAL RESPONSIBILITIES:

- Adhere to and implement the guidelines, procedures and policies for the company as detailed in the staff policies.
- Play a role in the life of the company and to work across departments to develop a positive and engaged organisational culture.
- Work with Playhouse Connect to open up the theatre's creative processes to a wider range of communities, including people engaged in learning.
- Be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety Policy of **Leeds Playhouse**.
- To be willing to undertake training and development as required.
- To have a positive attitude to environmental issues. To have a pro-active role in the development and action of environmental policy and procedures relevant to your team in particular and the Playhouse as a whole.
- To have a positive attitude to and willingness to engage with and seek continual improvement in areas of inclusion and anti-racist practice at **Leeds Playhouse**.

ANY OTHER DUTIES:

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

KEY RELATIONSHIPS

The HR & Learning team includes the HR & Learning Assistant and the HR & Learning Manager, who will be your manager. The department is led by the Chief Executive.

You will not be responsible for line managing staff.

KEY INTERNAL RELATIONSHIPS

- Colleagues in our Finance & IT Department, especially the Payroll team.
- Colleagues in our Marketing and Communications team, particularly in regard to the website and internal communications.
- Executive and Executive Operations team.
- All staff, including managers, Head of Departments and our Senior Management Team

KEY EXTERNAL RELATIONSHIPS

- Council officers, Further Education providers, Higher Education providers, and other collaborators in regard to work experience, apprenticeships, wellbeing, inclusion and diversity etc.
- External providers of training, e.g. fire marshal and first aid training providers.
- External providers and partnerships working with the Playhouse on other Human Resources matters, for example well-being activity and staff rewards.
- Recruitment advertisers and agencies (as required).
- Job applicants and placement/work experience enquiries.

PERSON SPECIFICATION

ESSENTIAL SKILLS AND EXPERIENCE

- Previous administrative experience.
- Excellent organisational and time management skills, with the ability to prioritise competing demands, manage multiple tasks simultaneously, and consistently meet deadlines.
- Strong IT skills, including Microsoft Office applications, particularly Excel, Outlook, Word, Teams; experience of SharePoint and Microsoft Forms would be advantageous.
- Excellent written and verbal communication skills, with the ability to communicate information clearly, professionally and confidently.
- High level of accuracy, attention to detail and commitment to maintaining quality standards.
- Ability to work effectively both independently and collaboratively across teams.
- Strong interpersonal skills with the ability to build and maintain positive working relationships with colleagues, managers, external partners, and other stakeholders.
- Ability to handle sensitive information with discretion and maintain strict confidentiality.
- Experience of supporting projects or initiatives, including planning resources, risks and goal, tracking progress and managing deadlines.
- A proactive, flexible, and solutions-focused approach, with a willingness to support colleagues and contribute across the wider HR & Learning function.

KNOWLEDGE AND BEHAVIOURS

- Basic understanding of employment legislation, People policies, and compliance requirements, or a demonstrated commitment to developing knowledge in these areas.
- Commitment to equality, diversity, inclusion, wellbeing, and creating a positive employee experience.

- Confidence to raise concerns and seek appropriate support where behaviours or practices that do not align with organisational values, policies, or legal requirements and to approach difficult conversations constructively.
- Strong problem-solving skills, with the ability to identify issues, gather information, ask insightful questions, and contribute to practical solutions.
- Ability to balance consistency, pragmatism, and adaptability when providing support, guidance and to respond positively to changing demands.
- Takes ownership of work, acknowledges mistakes, learns from experience, and contributes to continuous improvement.
- Demonstrates curiosity about organisational objectives and an understanding of the wider business context.
- Committed to continuous learning and supporting the development of self and others.
- Collaborative approach to working across teams and departments to achieve shared goals.
- Willingness to explore and implement new ways of working that improve efficiency, effectiveness, and service delivery.
- Interest in innovation, continuous improvement, and enhancing employee experiences.

DESIRABLE

- CIPD Level 3 People Professional qualification (or equivalent experience/training).
- Experience of working within a HR & Learning function.
- Knowledge of employment legislation, People policies, and best practice.
- Experience of working within an arts organisation, charity or theatre. Or a strong interest in, or knowledge of, theatre, the arts, or the cultural sector.
- Experience of supporting projects, events or initiatives and managing competing priorities.
- Experience of collecting, analysing, and presenting data and insights to support informed decision-making.
- Experience of using HR, recruitment, payroll, or people management systems.
- Experience of coordinating learning and development, recruitment, onboarding, or employee engagement activities.

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a permanent contract. Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK
- successful completion of a 16-week probation period
- completion of a satisfactory Enhanced Disclosure and Barring Service (DBS) Check*

SALARY

£24,800 per year.

HOURS

Full-time, consisting of 35 hours per week, during typical office hours to be agreed with your manager. There may be occasions when you are required to work outside the normal hours outlined. In recognition of additional hours worked, you are entitled to Time Off in Lieu (TOIL) in line with the Playhouse TOIL policy.

NOTICE PERIOD

4 weeks. 2 weeks during probation period.

LOCATION OF WORK

Your main place of work will be Leeds Playhouse. You may be required to work permanently or temporarily at other locations in the Leeds City Region. You may be asked to work temporarily in other locations in the UK. As part of our commitment to flexible working, we may permit or require you to work from home (or from outside our buildings) on occasion.

*In line with the Playhouse's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Playhouse will not discriminate unfairly against any convictions or other information revealed.

BENEFITS



PENSION

Auto-enrolment in a Standard Life Pension, unless you opt out, with 3% employer contribution, if eligible.

HOLIDAYS

5 weeks per holiday year, plus Statutory Bank and Public Holidays, rising with length of service.

BENEFITS

- Up to 2 paid wellbeing days a year
- Free employee assistance service
- Corporate gym and swimming discount
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets
- Inhouse counselling services with a BACP counselling professional on site (by referral)
- Voluntary Cash Health Plan (optional)

HOW TO APPLY

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

HOW TO APPLY

To apply for this post please complete the online application form and diversity monitoring form which can be found on the job opportunities page, under the job role you are applying for. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk

INTERVIEWS FOR DISABLED CANDIDATES

Leeds Playhouse is a member of the Disability Confident scheme. Subject to capacity, we will interview candidates who identify as disabled who demonstrate that they meet all the essential criteria for the job.

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

THANK YOU



FIND US AT

PLAYHOUSE SQUARE,
QUARRY HILL, LEEDS LS2 7UP
LEEDSPRAYHOUSE.ORG.UK
0113 213 7700

PHOTOGRAPHY CREDITS

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