

N Norwich Theatre



Thank you for your interest in joining Norwich Theatre.

At Norwich Theatre, we believe in the power of Creative Experiences, which we know can have a wide-reaching positive impact.

Our Stages at Theatre Royal, Playhouse, Stage Two, and Beyond – are home to an extraordinary breadth of work, from world-class touring productions, and creative engagement experiences to bold new work developed right here in Norfolk.

We believe in making theatre and the arts accessible to everyone, no matter their background or experience. We work with artists, audiences and communities to create unforgettable experiences and to ensure that Norwich Theatre remains a vibrant, welcoming and relevant part of our city's cultural life.

This is an exciting time to join us. We are ambitious about the future – not only in the work we present on stage, but also in the way we engage with our community, invest in creativity, and support the people who make our organisation thrive.

If you share our passion for creativity, collaboration, and making a difference through the arts, we would love to hear from you. I hope you find this pack inspiring, and I look forward to the possibility of welcoming you to the Norwich Theatre team.



A handwritten signature in black ink, appearing to read 'Stephen Crocker'.

Stephen Crocker
Chief Executive and Creative Director
Norwich Theatre



Our Future

Norwich Theatre has launched its new 2026-2032 strategy, setting out ambitious plans that build on current success. Our work is driven by a commitment to positive change, focused on three core priorities: Bold Work, Social Impact and Creative Endeavour.

Norwich Theatre is an independent cultural organisation with strong regional reach and a growing national profile. We exist to create bold, artistically ambitious work, nurture talent, and ensure theatre remains accessible, relevant and rooted in the communities we serve – using theatre as a force for social impact and civic connection.

As part of our commitment to Creative Endeavour, we will build a resilient, inclusive and future-ready organisation that invests in people, partnerships, infrastructure and financial sustainability – ensuring Norwich Theatre can thrive artistically, socially and economically.

Our people are central to the organisation's success, bringing creativity, expertise and collaboration to every aspect of our work, from artistic delivery and production to audience experience and organisational leadership.

As the cultural sector continues to evolve, we will strengthen our approach to ways of working, embedding inclusive practices, supporting professional development and fostering a culture where everyone can contribute and grow.

This includes taking a coordinated and strategic approach to workforce planning, talent development and engagement, ensuring Norwich Theatre is a place where people can perform their best work.

The Role

The **People and Culture Manager** will support the successful delivery of the organisation's People and Culture Strategy, contributing to key people initiatives that align with wider organisational goals and priorities.

Working collaboratively with managers across the organisation, the role will provide expert HR guidance and practical people solutions to support high-performing teams and a positive workplace culture. Responsibilities will providing expert HR advice, supporting leadership and people development, and empowering managers to deliver their service and team plans effectively.

A strong commitment to equity, diversity, inclusion and social justice is essential, ensuring these principles are embedded across all areas of people practice and organisational culture.

Why this role exists

As Norwich Theatre continues to evolve and deliver against its strategic ambitions, this role is essential in supporting the development and delivery of a progressive, people-focused culture across the organisation.

The postholder will work closely with the Head of People and Culture to help deliver key People and Culture priorities, working collaboratively with leaders and employees, ensuring they are equipped, supported and empowered to thrive. The role provides expert operational HR support across the employee lifecycle, while also contributing to wider organisational initiatives including wellbeing, learning and development and employee engagement.

This role is key to helping create and maintain a positive, inclusive and values-driven working environment, supporting Norwich Theatre to attract, develop and retain talented people who contribute to exceptional creative experiences and meaningful organisational impact.

Where this role sits

The role sits within the People and Culture team and reports directly to the Head of People & Culture. The postholder will work closely with all leaders and teams across the organisation, providing proactive HR support, coaching, guidance and training.



People and Culture Manager

Directorate:	People & Culture
Reporting to:	Head of People and Culture
Direct Reports:	HR Advisor
Hours:	37.5 hours per week with very occasional evening, weekend and bank holiday working
Pay Band:	E (Operational Manager / Senior Technical Specialist-advanced levels of skills both general and specific with line managerial responsibilities) £33,000 to £37,499)

Main Purpose of the Role

- Contribute to and support the development and drive the successful implementation and delivery of the People and Culture strategy in line with the organisation's strategic business plan.
- Support, influence and work collaboratively with our managers to deliver their strategies and plans, through outstanding people leadership and development.
- Provide expert HR & guidance to managers and their teams.
- Leading on our in-house and external training provision and the Health & Wellbeing plan.
- Support the Head of People and Culture in ensuring all aspects of our People and Culture strategy is underpinned by a focus on Equity, Diversity, Inclusion and Social Justice.
- Effective line management of the HR Advisor.

Key Responsibilities

Strategy

- Work with the Head of People and Culture to develop and deliver the organisation's People and Culture strategy across the whole employee lifecycle, including talent acquisition, learning and development, employee engagement, compensation and benefits, talent management, HR information systems (HRIS).

Recruitment, Retention & Wellbeing

- Ensure the successful delivery of the end-to-end lifecycle for employees and volunteers:
 - Provide advice and Recruitment Training to managers.
 - Support interviews as required.
 - Support the onboarding & induction of new starters.
 - Develop and implement processes to capture exit data and make recommendations.
- Alongside People and Culture colleagues, support managers & their teams to embed the organisations values, drive positive change and employee engagement.
- Support the People and Culture Advisor to deliver employee engagement initiatives such as employee surveys and the review of employee feedback and data and support leadership teams to develop and deliver improvements, with the aim of creating a supportive working environment and engaged culture.

Talent & Performance Management

- Work with the Head of People and Culture to develop and implement effective performance management process enabling managers to further and retain key performers/top talent and to address and proactively manage poor performance.
- Support the development of effective training and development plans are implemented and supported across the organisation at all levels.
- Design and deliver training and advice that empowers Managers to create and sustain high performing teams that demonstrate our organisational values.

Employee Relations

- Provide appropriate and pragmatic advice and support, to managers on all employee relation issues to ensure cases are managed in line with our values and appropriately minimise risk to the organisation including, absence, grievance, performance, disciplinary and appeal.
- Identify and implement solutions to any trends in employee relations issues.
- Work with the People and Culture Advisor and Head of People and Culture to proactively advise and upskill managers on the latest employment law and best practice.
- Work with the Head of People and Culture and the People and Culture Advisor to support our leadership team to review and implement appropriate workforce planning including team structures and job role design.

Wellbeing and supporting our people

- Contribute to the development of and lead on the implementation of positive health and wellbeing initiatives.

Policies and Procedures

- Contribute to the ongoing development and review of organisational policies in line with current legislation and Norwich Theatre Values.
- Recommend new policies and procedures and support their implementation.

Equity, Diversity, inclusion & Social Justice

- Work collaboratively across Norwich theatre to promote a culture of inclusion, removing barriers, and working with stakeholders including Inclusive Employers and Attitude is Everything to develop and implement clear inclusion action plans.

Learning & Development

- Lead on the design, delivery and facilitation of People management Training sessions for Managers and Employees.
- To support the Creative Engagement team to coordinate work experience placements.
- Support the People and Culture and Payroll team on all general HR administration tasks and updating of the HR System ensuring we are proactive and efficient in all areas.
- Work with People and Culture team to undertake continuous development our HR administration, systems and processes to ensure we are providing the most effective and streamlined process to our employees and managers.

Personal Development

- Maintain up to date professional knowledge of the latest employment law and best practice.
- Continue to develop own skills and knowledge through networking, training and continued professional development.

Organisational Wide Responsibilities

- To demonstrate and promote our core values of Creativity, Impactfulness, Honesty, Kindness, Inclusivity and Bravery.
- To seek to advance Norwich Theatre's vision.
- To ensure you are always an ambassador for Norwich Theatre's mission.
- To comply with all Norwich Theatre policies including Safeguarding, Equal Opportunities, Health and Safety, IT, Data Security and Protection
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Level 5 or Level 7 CIPD or demonstrable experience • CIPD Membership (Annual membership fees are reimbursed) 	
Experience & Knowledge	<ul style="list-style-type: none"> • A strong working knowledge of the latest employment & case law and best practice processes • Significant experience providing advice on complex employee relations issues. • Experience of and an interest in Equity, Diversity, inclusion and Social Justice • Knowledge of current approaches to wellbeing in the workplace and promoting a healthy work life balance • Experience of leading and delivering HR/People management projects or initiatives 	<ul style="list-style-type: none"> • Experience of working in a cultural and/or arts organisation
Attributes	<ul style="list-style-type: none"> • Ability to promote our values, and workforce culture focussed on wellbeing and happiness. • Ability to manage diverse personalities and viewpoints. • Empathy and the ability to build relationships and collaborate with others at all levels. • Confident in constructively challenging others and presenting own evidence-based views and opinions. • Ability to evaluate available solutions and provide risk assessed options 	<ul style="list-style-type: none"> • Interest and passion for the Arts & Theatre
Skills	<ul style="list-style-type: none"> • Ability to work using own initiative. • Ability to develop and present internal training • Effective people management and coaching/mentoring skills • Excellent communication skills both verbal & written. • Excellent attention to detail • Project management skills • Resilience with the ability to prioritise competing demands. • Strong IT Skills with the ability to analyse and interpret data 	

This description is not exhaustive & may change to meet the needs of the business as the strategic vision for the department & organisation evolves. The post holder may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.

About us

Norwich Theatre is a leading arts organisation in the UK, the largest in the East of England, presenting a vibrant programme of live performances and creative engagement activities to entertain, enrich and inspire audiences of all ages and backgrounds. We are a creative force and culture hub at the heart of Norwich and Norfolk, working with local, national and international partners to create and share extraordinary theatre experiences as well as host the best touring productions the UK and the world have to offer.

Every year, over 400,000 people visit our venues, Theatre Royal, Playhouse and Stage Two. Whether you watch a show, take part in our activities or relax in our restaurant and bars, these spaces are for you.

We are an independent charity with no regular public funding, and rely on a share of ticket sales, one-off grants, fundraising/ membership schemes and other commercial activities to deliver the work we do. On average we only keep 20p in every £1 spent on tickets. Any surplus funds generated each year are reinvested into our artistic and creative programmes and support our work with the community to keep inspiring future generations.

At the core of our organisational values is a profound belief that we should: "inspire a sense of the magic of theatre in all those who work here or who visit to see our performances, take part in our activities or spend time in our buildings."

A commitment to brilliant experiences underpins everything we do and shapes how we work as a team, the partners we collaborate with and the way in which we welcome our visitors. Fundamentally, we believe that our work and our buildings should be for everyone.

At Norwich Theatre, we believe in the power of arts and culture to nurture society and regenerate communities. As a creative force and cultural ambassador for Norwich and Norfolk, we deliver inspiring and wide-reaching artistic programmes both on and off our stages. We work with established and early career artists/ theatre-makers/companies from all backgrounds and disciplines to create and present bold and ambitious artistic projects and creative experiences.

Sitting alongside our artistic programme, our creative engagement activity is crucial to achieving our vision as it connects with an exceptionally diverse mix of people, it encourages creative development and supports social and emotional wellbeing.

Every year, more than 5,000 people of all ages and backgrounds engage with our award-winning Take Part programme and community engagement activities.



STAGE TWO

STAGE TWO

Why us?

Our values

Creativity

We nurture our own creativity, apply our creative skills to everything we do and respect the value of all forms of creative experience.

Impactfulness

We deliver our work focused on achieving positive impacts for the people and places with which we engage.

Honesty

We are open and honest with ourselves and all those with whom we work.

Kindness

We lead with kindness when working together and with others.

Inclusivity

We listen carefully and always strive to co-create to ensure that we hear the most diverse range of voices and actively break down real and perceived barriers.

Bravery

We are not afraid to challenge ourselves and actively embrace experimentation and innovation in pursuit of our vision.

Diversity and inclusion

Theatres should be places which reflect and embrace the diversity of the world we live in, but still so many stories are left untold. We are a Theatre of Sanctuary and have a responsibility to use our platform to create a safe environment for all members of our community to come together and to champion creative voices from all backgrounds.

We are committed to long-lasting and meaningful change, and are always willing to re-examine and challenge our practices and ways of thinking in order to develop creative programmes, practices and policies that support, foster and develop a culture of equality and inclusion both on and off our stages.

We are actively engaged in becoming a more open organisation by creating opportunities for transparent and safe discussions amongst our peers and colleagues and by using our platforms to amplify marginalised voices.

We particularly recognise the under-representation in our workforce of people from the Trans community, people with disabilities, as well as Black, Asian and global majority people. We are also mindful that fair access to working in the arts remains one of the most urgent issues facing our sector today, with those from lower socioeconomic backgrounds still vastly underrepresented amongst the artists and employees of UK theatres.

We are committed to addressing this under-representation and welcome applicants from these backgrounds, identities and experiences.

You can:

- Support us to make a huge difference to the lives of people within our community through the work we do on and off our stages.
- Work in a creative environment that is a key part of our city, county and regional cultural offer.
- Be part of our fantastic culture with people who are incredibly skilled, experienced and passionate about what they do.

Benefits, Flexibility & Wellbeing

Here are the things that we offer to our people:

Learning culture

- Ongoing training and development support both internally and externally
- Professional membership subscription support
- Genuinely inclusive culture which embraces open two-way communication through various forms such as:
 - Forums
 - Regular organisational updates
 - Internal & external coaching and mentoring support

Health & Wellbeing

- Focus on ensuring all our people are able to enjoy a healthy work/life balance supported by our health and wellbeing offering
- Subsidised wellbeing events and activities throughout the year
- Access to an Employee Assistance Programme

Theatre Perks

- Access to complementary show tickets across all three of our stages
- Discounted show tickets
- Generous discounts in our bars and restaurants

Not forgetting

- Enhanced Employer Pension Contributions
- Flexible working
- Enhanced holiday allowances, which increase with length of service
- Eye care vouchers
- And of course, free tea and coffee

Why work in Norwich?.....

Norwich is a city that blends rich history with a vibrant, modern spirit.

Once England's second city, it remains one of the country's most beautiful and culturally dynamic places to live and work. With its medieval lanes, striking architecture and two stunning cathedrals, Norwich offers a unique sense of place and heritage.

But Norwich is far from just a city of the past - it has a thriving creative scene, a flourishing food and drink culture, and an active calendar of festivals and events. As the only city in England set within a National Park, you're never far from nature: the Norfolk Broads, award-winning coastline and wide-open countryside are all on your doorstep, offering an exceptional quality of life.

Living in Norwich means enjoying the best of both worlds: a friendly, close-knit community with a strong independent spirit, and excellent connections to London, Cambridge and beyond. The city is regularly named among the UK's best places to live, thanks to its balance of culture, green spaces, affordability and opportunity.

Whether you're strolling through the historic market, discovering new artists in one of the city's many galleries, or enjoying the buzz of a sold-out show at one of Norwich Theatre's venues, you'll find Norwich a city that both inspires and welcomes you.



Rated the best place to live in the UK by the Sunday Times 2026



Only 90 minutes by train from London, with daily flights from Amsterdam



Unrivalled learning and innovation at Norwich Research Park and two TEF Gold-standard universities



The only English city inside a national park, the Norfolk Broads



Ranked as the highest performing city in the East of England region in the PwX's 2023 'Good Growth for Cities' Index



Norwich named in Britain's top 10 cities to live and work in (The Telegraph)



MARKET NO...

WILL RENNOLD'S
Tea &
Coffee
Merchants

Except
cycles

JARROLD'S

THORNS ///
Gardening & Leisure

THORNS ///
Electrical & Plumbing

THO

THE BR
ISSUE
OFFICIAL VER

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Royal of Na