



MOUNTVIEW

JOB DESCRIPTION FOR

**HEAD OF PEOPLE
& CULTURE**

WELCOME TO MOUNTVIEW



**From Sally Ann Gritton
Principal & CEO**

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

Our Mission, Vision & Values

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts - and for the students and staff who make Mountview what it is.



How We Work at Mountview

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow. We support one another to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach

Responsibility & Accountability
Resilience & Adaptability
Curiosity & Creativity

Interpersonal Skills & Relationships

Compassion & Respect
Collaboration & Teamwork
Communicating & Influencing

Organisational Effectiveness

Continuous Improvement
Using & Managing Resources
Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

THE ROLE

JOB TITLE:	Head of People & Culture
REPORTING TO:	Director of Business & Organisational Development
RESPONSIBLE FOR:	People Partner People & Culture Manager
WORKS CLOSELY WITH:	Executive Team Heads of Department and Managers EEDI Committee

PURPOSE OF THE ROLE

The Head of People & Culture is a new role at Mountview and part of an expanding team. Reporting to and working closely with the Director of Business & Organisational Development, the post holder will be the lead expert and business partner on all matters relating to People management, and will help shape and implement People strategies that support Mountview's mission, values and strategic goals. They will oversee all aspects of People practice while leading on policy, employee relations, employment law compliance, learning and development, and performance and talent management, creating a positive and healthy workplace where staff feel valued, supported and motivated.

This is a pivotal moment for Mountview. As we continue to grow and evolve, this role will be central to ensuring our People practices remain inclusive, coherent and future-focused, and that our culture continues to support both organisational ambition and individual wellbeing.





MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

Leadership & Business Partnering

- Work with the Director of Business & Organisational Development in developing and delivering a People & Culture strategy that reflects Mountview's values and strategic priorities.
- Support organisational change and development, ensuring people impacts are managed effectively and cultural alignment is maintained.
- Provide clear leadership to the People & Culture team, ensuring an excellent customer-focused, responsive, timely and effective People service.
- Provide timely and appropriate advice on all employment and people matters, advising on the short- and longer-term potential impacts and ensuring decisions are fair, legally compliant, and strategically aligned.
- Lead the bi-weekly People & Culture Working Group, raising pertinent issues with senior executives and seeking advice or approvals as needed.
- Oversee People systems and analytics, ensuring data is used to drive insight, efficiency, and evidence-based decision-making
- Provide regular, accurate reports and insights for the Director, Executive Team, and committees on people-related matters and trends.
- Ensure People & Culture processes and records meet data protection requirements.

Policy, Employee Relations & Compliance

- Lead the design, communication, and regular review of People policies, ensuring they are clear, fair, legally compliant, and are aligned with Mountview's values and strategic priorities.
- Ensure consistency of People practices across all departments, raising awareness of and training staff on People policies and procedures.
- Oversee all employee relations matters, providing hands-on support for complex cases, and ensuring managers are equipped to handle issues promptly and effectively with legal and procedural confidence.
- Act as the lead for employment law, ensuring Mountview remains up-to-date, compliant and agile in response to legislative changes.
- Identify and manage people-related risks and conduct workforce related risk assessments as necessary.

Learning, Talent & Performance Management

- Work closely with the Director of Business & Organisational development on organisational role design and workforce planning, ensuring that team structures, responsibilities, and roles are aligned with Mountview's strategic goals and future needs.
- Lead the creation and delivery of Mountview's learning and development offer for staff, ensuring programmes support both organisational goals and individual career aspirations.
- Plan and execute all staff development days, at least annually, in conjunction with the Director of Business & Organisational Development and the Director of Learning & Teaching.
- Create and deliver a training plan to support the development of management skills and monitor staff progress on Leadership & Management apprenticeships.
- Embed a culture of coaching and mentoring, providing opportunities for peer learning and leadership development.
- Overhaul and develop the performance management framework so that it is meaningful, developmental, and clearly linked to organisational priorities and personal growth.
- Develop and deliver strategies to improve staff retention, including career development pathways, recognition programmes, and initiatives that enhance job satisfaction.
- Lead succession planning across the organisation, ensuring that key roles have strong pipelines of talent.

Reward, Engagement & Wellbeing

- Work closely with the Director of Business & Organisational Development on pay and reward strategy, including benchmarking and benefits development.
- Ensure that jobs are appropriately evaluated and that processes are fair, consistent, and aligned with pay and reward principles, escalating complex and sensitive outcomes to the People & Culture Working Group.
- Develop and champion recognition programmes that go beyond financial reward to celebrate staff contributions and achievements.
- Monitor and improve employee engagement and through employee voice activities such as surveys, focus groups, and feedback channels, ensuring action is taken on results.
- Lead initiatives to support and promote employee wellbeing, ensuring mental, physical, and emotional health is embedded in Mountview's people practices.

Equality, Equity, Diversity & Inclusion (EEDI)

- Partner with the Chair of the EEDI Committee to ensure staff matters are represented and actioned.
- Embed EEDI principles across policies, processes, and cultural initiatives.
- Lead staff engagement in EEDI events, campaigns, and awareness-raising activities.

Other Duties

- Any other duties as may be reasonably required commensurate to the role.

Additional Information

- The post holder must at all times carry out their responsibilities with due regard to Mountview's policies and commitment to Equal Opportunities.
- The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.



PERSON SPECIFICATION

Our person specification outlines the profile of our ideal candidate. However, we appreciate that not every candidate will meet every criterion. If you don't have all the skills or experience outlined but believe you can still make an impact, please explain in your supporting statement how you think you'll be able to achieve this and what support you might need to do so.

Knowledge and Experience

- Strong, up-to-date knowledge of employment law and HR best practice.
- Significant experience in HR generalist roles.
- Proven experience leading a People function, including team management.
- Experience handling complex employee relations cases.
- Proven ability to assess workforce capability, identify development gaps, and implement targeted solutions to support succession planning and talent development.
- Experience of developing initiatives to support equity, equality, diversity, and inclusion.
- Strong, hands-on experience of HR systems, (Mountview use Moorepay), with the ability to manage, develop and extend their use.

Skills and Abilities

- Excellent interpersonal and influencing skills, with the ability to work confidently with stakeholders at all levels.
- Clear and persuasive communication skills, both written and verbal.
- Strong organisational skills with the ability to manage multiple priorities.
- Analytical skills to interpret people data and use insights to drive decisions.
- Strategic mindset with the ability to align People practice and processes with longer-term organisational strategies.

Personal Qualities and Attributes

- Alignment with Mountview's values and a genuine commitment to staff wellbeing and inclusion.
- Professional, proactive, and approachable.
- Resilient and adaptable, with a solution-focused mindset.
- A collaborative leader who inspires trust and respect.
- Understanding of the demands and challenges faced during organisational change
- Commitment to own professional development



TERMS AND CONDITIONS

Salary: Circa £53K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1-hour unpaid break each day.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where roles and responsibilities allow. This is a non-contractual arrangement, and we reserve the right to request that the post holder is in the office at any time during their working week.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising to 38 days with length of service thereafter.

In addition, Mountview also has a paid (pro-rata) operation closure over the Christmas holiday period which total up to 7 additional days excluding bank holidays.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension schemes with NOW Pensions.
- Access to interest-free season ticket loan upon successful completion of probation.
- Access to a salary sacrifice cycle-to-work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Access to Health Assured Support Services providing free and confidential health and wellbeing support on emotional issues, financial services, family caring, daily living, legal information, life coaching and counselling support for you and your family.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Wednesday 18 March at 9am.

Interview process: A two-stage interview process with a task or presentation at the second stage. First round interviews are likely to take place in the week commencing Monday 23 March.

How to apply: Candidates should submit a current CV, along with a cover letter of no more than two A4 pages in size 11 font, and a completed equal opportunities monitoring form to: recruitment@mountview.org.uk

Cover letters should demonstrate your suitability for the role with reference to the person specification and main duties and responsibilities of the role.

All applications will be acknowledged. Late applications will not be considered.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to also complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

