## Head of People and Culture

## Role Description

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| Salary grade: |  | E |
| Reference number: |  | HPC |
| Team: |  | HR |
| Reporting to: |  | Director of Finance and Business Services |
| Line managing: |  | HR Team of two |
| Location: |  | Any Arts Council of Wales Office |
| Travel: |  | Occasional |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. It is a Welsh Government Sponsored Body whose members are appointed by the Welsh Government.

The Welsh Government provides the majority of our funding. We also distribute funding from the National Lottery and raise additional money for the arts where we can from a variety of public and private sector sources.

We’re ambitious for the arts in Wales. Our vision is of a creative Wales where the arts are central to the life and well-being of the nation, making our country an exciting and vibrant place to live, work and visit. The success of our vision depends on the imagination and creativity of our artists, the quality of their work and the efforts that are made to reach out to and inspire audiences. We work to create the environment in which ambitious, enterprising artists can grow and flourish, where as many people as possible enjoy and take part in the arts.

### Our values

As a public body we’re expected to uphold the highest standards of accountability and openness. We also value creativity and innovation. Our staff often work together in groups and teams to achieve our programmes of work. We place particular emphasis on flexible, collaborative working and support our staff to nurture and develop these skills.

### About this role

The Arts Council of Wales (ACW) can only successfully deliver on its ambitions for the sector through our people and we recognise the importance of having a vibrant culture that leads through our values, is diverse and inclusive, collaborative and focuses on the wellbeing of our staff.

We are seeking a forward-thinking, dynamic and experienced Head of People and Culture to support the Director of Finance and Business Services to develop and deliver on a long-term people strategy and organisational development initiative that supports ACW’s strategic objectives and vision. This role is pivotal in shaping and nurturing our company culture, ensuring alignment with our strategic goals, and fostering a positive, inclusive, and high-performing work environment. The ideal candidate will have extensive experience in organisational development and driving cultural change.

### Principal responsibilities

* Leadership and Strategy:
  + Advocate the benefits of a strong values-based culture, acting as a role model and coach for the HR team and wider organisation. Actively contribute to building and maintaining an environment that builds employee trust, engagement and commitment.
  + Develop and implement people-based strategies and initiatives aligned with the overall business strategy, monitoring and reporting on the implementations and achievements.
  + Responsibility for the annual plans and budget approval for the HR function.
  + Support the Director of Finance and Business Services in all relevant Council Committees (HR and Remuneration Committee).
  + Provides guidance and advice to ELT on HR, wellbeing and organisational development matters.
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  + Represents the Arts Council at Welsh Government’s Devolved Sector Group and WGSB Heads of HR meetings and contributes to discussions.
  + Builds and maintains relationships with members of Welsh Government’s Devolved Sector Group and WGSB Heads of HR Group and liaises and advises on HR related matters.
* Organisational Development and Cultural Change:
  + Lead on the creation of a values-based approach for our people strategy, including aligned behavioural frameworks, embedding these within the organisation in a manner that fosters positive change and involvement with/from staff.
  + Be a champion of innovative ideas and concepts that support our ambition of having a trust based, open, transparent and collaborative culture providing advice, coaching and tools to support productive and effective working relationships.
  + Leads on employee wellbeing, developing and implementing strategies that delivers a positive and supportive work environment, and promoting a culture that values employee heath and wellbeing.
  + Champions the benefits of, and commitments to, Equality, Diversity and Inclusion (EDI) as a fundamental part our culture and people strategy.
  + Conduct regular assessments of organisational needs and develop strategies to address gaps.
  + Facilitate leadership development and succession planning initiatives.
  + Lead on the creation of an culture that supports learning, development and growth at all levels of the organisation.
* Relationships and Governance:
  + Participate in HR and Remuneration Committee meetings
  + Manage relationships with union, and other staff groups, to develop and maintain policies and procedures that support a positive, open and trust-based staff-management relationship.
  + Develop a reporting regime, including KPIs, that provides timely and useful information and recommendations to management, ELT and Council to facilitate informed data-led HR decisions.
  + Raise the profile of Arts Council of Wales through attendance at relevant events and networking opportunities.
  + Contribute to the delivery and success of our cross-cutting themes (Climate Justice, Welsh Language and Diversity and Engagement) by taking the lead on any people-related aspects of these objectives.
  + Work closely with other heads within the organisation to create a collaborative culture and leadership style.
  + Working collaboratively with Head of Communications to ensure our internal communications meets the needs of the organisation and supports staff in delivering their outcomes.
  + Maintain up to date knowledge of HR best practise and employment law to ensure that Arts Council of Wales is compliant in its policies and procedures.
  + Actively engage with our risk management process in regard to any employment and staff related risks.
  + Oversee employee relations, ensuring a fair and consistent approach to policies and procedures.
* Performance Management:
  + Have overall responsibility for our performance management process that achieves the objectives of having a clear linkage between organisation and individual objectives, promotes a culture of learning and development and non-siloed, collaborative approaches.
  + Develop and implement organisational wide people development and wellbeing initiatives.
* Team Leadership:
  + Lead and mentor a team of two HR professionals, providing guidance, support, and professional development opportunities.
  + Foster a collaborative and high-performing team environment.
  + Lead by example, ensuring that the team are knowledgeable of key developments, trends and best practice across all aspects of HR.

Corporate compliance – adheres to those policies that protect the Arts Council and its staff against potential exposure to reportable risks and incidents. These include Anti-Fraud, General Data Protection Regulations, Welsh Language Standards, Wellbeing of Future Generations and Cyber Security/ICT use. (Staff responsibilities are defined in the relevant Arts Council policies.)

Additional duties – any reasonable duties consistent with the above.

### Knowledge, experience and attributes

We want to attract to our organisation people who have an interest in the arts, a commitment to the principles of open and accountable public service, and the flair to work with a diverse range of customers. We believe in setting the highest standards in all aspects of our work. Every member of staff is therefore an ambassador for the company, and we expect everyone to respect and uphold our reputation.

We aspire to be an innovative, forward-looking organisation. We look to our staff to work collaboratively with each other to ensure that we’re efficient, effective and useful.

We take for granted that our staff will be competent in their management of routine administration and that they’ll have developed good organisational skills. So, we’re particularly interested in staff who have the ability to work imaginatively and flexibly to tackle the challenges that they’ll face – staff who have the initiative and drive to thrive in a busy work environment and who derive satisfaction from achieving ambitious and stretching targets.

In addition, this role requires the following specific knowledge, experience and attributes. Applicants will be assessed against the essential and desirable criteria set out below:

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|  | Essential | Desirable |
| Qualifications | * Level 5 CIPD or equivalent relevant qualification | * Level 7 CIPD or Equivalent Qualification * Organisational Development Certification or similar relevant qualification |
| Knowledge | * Expert understanding of current employment law and HR best practice. * A thorough understanding of Equity, Diversity and Inclusion and its importance |  |
| Skills & Attributes | * Ability to think strategically and execute tactically. * Excellent leadership and advocacy skills. * Excellent spoken and written communication and interpersonal skills. Building and maintains relationships, both internally and externally * Ability to think creatively, logically and strategically in the development and delivery of desired outcomes * Strong negotiation and conflict resolution skills. * High emotional intelligence and cultural sensitivity. * Ability to build and maintain strong relationships at all levels of the organisation. * Proficiency in HR Information Systems. |  |
| Experience | * Extensive Experience within a leadership role * Proven experience in organisational development and change management. * Experience of implementing HR information systems * Experience of policy development, implementation and monitoring * Experience of implementing wellbeing initiatives in a workplace environment | * Experience working within a unionised environment and managing labour relations. * Experience of creating a Learning and Development and People Strategy |
| Welsh language | * A commitment to learning and speaking Welsh to a standard enabling its use in Council business. (We shall provide access to Welsh lessons, training and personal support). | Fluency in Welsh (both written and spoken) |