

**OPERA
NORTH**

**Opera North Job Pack
Head of People Operations**



Purpose of the role

The Head of People Operations will lead the day-to-day delivery of HR operations, ensuring the People Strategy is well-embedded using the Senior HR Advisor resources across the Company and translating this into practical, high-quality services being delivered. Working closely with the People Director, the postholder will drive compliance, deliver strategic initiatives through practical people practitioner skills, and oversee the development of HRIS systems, policies, and processes that enable colleagues and managers to thrive.

Critical to success in this role is the ability to work autonomously, having meticulous attention to detail, with HR Project management skills to turn strategic aims into practical deliverables.

Reports to

Director of People

Key accountabilities

Leadership & Management

- Lead and support a small HR team, including 2 x Senior HR Advisors, ensuring effective performance, development, and well-being of the team.
- Translate the People Strategy into practical operational delivery, aligning day-to-day activities with long-term organisational goals.
- Act as deputy to the Director of People when required

Operational HR

- Manage day-to-day whole life cycle HR service delivery, ensuring responsive, professional, and customer-focused support for managers and employees.
- Create and implement effective SLA's for the team to deliver against, and engage stakeholders accordingly to champion change in skills and behaviours..
- Partner with managers across key client groups, providing expert advice on employee relations, performance, absence management, and organisational change.



- Oversee compliant HR policy development, review, and implementation, ensuring best practice and legal compliance along with appropriate stakeholder engagement to ensure continuous change for the overall improvement of the Company.
- Lead on the practical delivery of EDI and Staff Forum initiatives, ensuring that ON is welcoming and collaborative and is seen to be actively living the behaviours that underpin the Values of the organisation.

Compliance & Risk Management

- Ensure compliance with employment law, regulatory requirements, and internal policies.
- Proactively identify areas of risk and implement improvements in HR processes and controls.
- Work with Finance and Payroll colleagues to support the timely, effective payroll lifecycle.
- Support Finance and payroll colleagues in the development of the HRIS software to enable the systemisation of the Payroll function, and act as lead HR Advisor to this stakeholder group.

Data, Systems & Reporting

- Lead on the build, implementation, and continuous improvement of the organisation's HRIS system.
- Oversee the project management of the HRIS system, its development and roll out to the Company, utilising your expertise in project management skills.
- Analyse workforce data, identify trends, and provide insight to support decision-making.
- Produce regular HR reports and dashboards for senior leadership.

Strategic Support

- Work with the People Director on the design, planning, and delivery of the People Strategy.
- Support organisational change initiatives, including workforce planning, restructuring, and culture programmes.
- Contribute to diversity, equity, and inclusion initiatives, embedding inclusive practice across HR policies and processes.



Employee Engagement & Development

- Promote a positive employee experience, contributing to high levels of engagement, well-being, and retention.
- Support learning and development initiatives, ensuring opportunities for continuous professional growth.
- Improve the provision and service delivery levels to stakeholder groups across the Company, making data-led decisions, in consultation with the Director of People.

Person specification

Essential

- Proven experience in an HR management role or equivalent senior advisory role.
- Proven project management skills that drive operational performance
- Strong knowledge of UK employment law and HR best practice.
- Experience managing and developing HR professionals.
- Ability to translate strategy into effective operational delivery.
- Strong employee relations expertise with the ability to influence and coach managers.
- Excellent organisational, analytical, and communication skills.
- Experience of HR systems (HRIS) implementation and optimisation.

Desirable

- CIPD qualification (Level 7 or equivalent experience).
- Experience within the Arts sector is a distinct advantage
- Track record of leading HR projects that drive cultural and organisational change.



Terms and conditions

Contract type: Full-time, permanent

Salary: £50,000 per annum

Hours of work: Mon-Fri 9am-5pm (Hybrid)

Holiday entitlement: 33 days inclusive of 8 statutory holidays, per annum

Pension: Opera North will automatically enrol you into the company pension scheme upon appointment and after 3 months' service will contribute equivalent to 5.5% of your basic pay, should you meet the current legislative criteria. You will be required to make a personal contribution of 2.5% of your basic pay. We reserve the right to make future changes to our pension arrangements.

Equality, diversity and inclusion

We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching our needs with the skills and experience of the candidate. As we work to address underrepresentation in our workforce, we are particularly keen to hear from applicants from the global majority or those with other protected characteristics.

The successful candidate must have the right to work in the UK or be ready to obtain it.

General responsibilities of everyone who works for us:

- Represent the company values and purpose to create extraordinary experiences everyday
- Work collaboratively and co-operatively with all team members and take an active part in team meetings and discussions
- Be an ambassador for Opera North and follow our policies and procedures
- Play your part in ensuring that everyone who comes through our door is welcomed and treated with respect

How to apply

To apply for this role, please send a CV and covering letter via the Hireful website.

If you need any help completing your application including any adjustments to the application process, please contact appointments@operanorth.co.uk to make us aware.

Good luck with your application and we look forward to hearing from you.



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Opera North's purpose is to create extraordinary experiences every day, using music and opera to entertain, engage, challenge and inspire.

Our people

Working at Opera North you will be part of a company and group of people committed to fulfilling this purpose. Whatever role you take we will provide you with an induction plan that introduces you to your job and the team you'll be working in, as well as giving you the opportunity to meet colleagues across the company. Our success in delivering against our purpose will be built on the commitment, skills, diversity and well-being of the people who work at Opera North, and we will invest in training to develop our people both professionally and personally, because we believe this strengthens not only our company, but also the wider creative sector.



Our communities and audiences are part of us and we are part of them.



Our award-winning work tours to theatre stages and concert halls throughout the North and beyond.



Who we are

Based in Leeds, rooted in the North of England and international in outlook, our award-winning work tours to theatre stages and concert halls throughout the North and beyond, including to London and major international festivals. Alongside touring opera, in Leeds we curate an eclectic artistic programme of gigs, concerts, spoken word and film in the Howard Assembly Room. We aim to make work that is bold, innovative and ambitious, always looking for new ways to share and create with audiences.

Music for everyone

Opera North believes opera and music is for everyone, and champions diversity in artists, repertoire and audiences. Through our Learning & Engagement team, the Company connects with communities and inspires each generation, aiming to enhance the health and well being of people in the cities, towns and villages where we work through arts participation and performance.

A new home

In 2021 we moved into our new home, the Howard Opera Centre. It is a world class rehearsal facility for our orchestra, chorus and all the artists we work with, sharing the same building as our new education studio where everyone is welcome to learn about and make music. We have also created a modern flexible working environment for our staff and given our venue, the Howard Assembly Room, a new lease of life with a dedicated entrance and public spaces, together with restaurant and bar in the heart of Leeds.

Leeds as a capital of culture

Leeds is the only city in England outside of London to have a resident full time opera company, ballet and repertoire theatre as part of a diverse, collaborative and thriving cultural scene. That rich offer has been complemented by a growing tech sector. Surrounded by the stunning Yorkshire countryside including the Dales, Moors and North Sea coastline, Leeds is a fantastic place to live and work.