# Job Description

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| **Job Title:** | People and Recruitment Administrator | **Department:** | People and Culture |
| **Responsible To:** | Head of People and Culture | **Salary:** | Up to £29,500 |
| **Location:** | Pitlochry Festival Theatre | **Position Type:** | Permanent, Full Time, 35 Hours per week |
| **Working Hours:** | Normally Monday to Friday, office hours. Some flexibility will be needed at peak times, particularly during seasonal recruitment campaigns. | | |
| **Key Relationships** | Head of People and Culture; Leadership Team; line managers across all areas of the Theatre; employees; the Finance and Payroll team; candidates and applicants; referees; Occupational Health provider; recruitment platforms, agencies and other external HR service providers. | | |
| **Context** | Since 1951, Pitlochry Festival Theatre has been the artistic heart and soul of Highland Perthshire, attracting over 100,000 visitors every year. We're more than just a place to see a show; we're Scotland's leading producer of musical theatre, and the country's only rurally-located major arts organisation. Our purpose is to improve lives by sharing Pitlochry with the world and the world with Pitlochry. Our mission is to create life-changing experiences for as many people as possible through our theatre and our environments. We strive to inspire imaginations, foster new levels of understanding, and nurture well-being, growth, and connection. Pitlochry Festival Theatre's campus now comprises a 538 seat Auditorium, a 172 seat Studio theatre as well as our Amphitheatre in the theatre grounds. Our home is a glorious eleven-acre campus that includes the Explorers Garden. More than a place to come and see a show, we offer great theatre and art for everyone in an inspiring, creative atmosphere. | | |
| **Purpose and Key Accountabilities** | Working closely with the Senior People Adviser, the People and Recruitment Administrator provides professional, efficient and well-organised administrative support to the People and Culture function across the full employee lifecycle, from recruitment and onboarding through to leaving.<br><br>The post-holder is the first point of contact for routine HR queries and makes sure the Theatre's People and recruitment administration is carried out accurately, consistently, confidentially and in line with legal requirements.<br><br>Success means accurate records, timely recruitment and employee administration, reliable payroll information and prompt, helpful responses, supported by clear controls that strengthen compliance and enable the People & Culture team to deliver. | | |

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| | **Main Responsibilities:**<br>• To manage the end-to-end administration of recruitment and selection, from recruitment authorisation through to offer, ensuring a fair, inclusive and positive experience for every candidate.<br>• To carry out and record all pre-employment checks, including right to work, references, PVG Scheme and other Disclosure Scotland checks where required.<br>• To prepare and issue offer letters, contracts of employment, variation letters and other contractual documentation accurately and promptly.<br>• To manage the HR inbox and act as the first point of contact for routine HR queries from managers, employees and external parties, passing anything other than routine matters to the Head of People and Culture.<br>• To provide administrative support for family leave, absence, probation and leaver processes.<br>• To work with the Payroll team to make sure starters, changes and leavers are processed accurately and on time.<br>• To maintain accurate, secure and up-to-date HR records and systems in line with UK GDPR, and to produce HR and recruitment reports as required.<br>• To provide administrative support to the Head of People and Culture and Senior People Advisor on policy updates, employee engagement surveys and the annual pay review. |

## Key Tasks:

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| **Recruitment and Selection** | To administer the Recruitment Authorisation Process, checking that every vacancy is approved, budgeted and has an up-to-date job description and person specification before it is advertised.<br><br>To manage applications through the Theatre's recruitment process or system, acknowledging all applications promptly and keeping candidates informed at each stage.<br><br>To support shortlisting by preparing shortlisting packs and matrices, coordinating panel scoring and making sure decisions are made against the person specification and recorded.<br><br>To arrange interviews and assessments, including booking rooms or online meetings, coordinating panel availability, preparing interview packs and helping managers develop interview questions and practical tasks.<br><br>To make sure candidates are asked about, and offered, reasonable adjustments at every stage of the process, in line with the Theatre's Recruitment and Selection Policy and its commitment to equality, diversity and inclusion.<br><br>To administer equal opportunities monitoring, keeping monitoring data |

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| | separate from applications, and to produce anonymised reports on applicant diversity to support the Theatre's EDI Plan.<br><br>To send outcome letters and emails to unsuccessful candidates and to arrange feedback where requested.<br><br>To liaise with recruitment and employment agencies and job boards, and to maintain a record of all agency and temporary workers engaged by the Theatre, making sure the correct contractual and payment arrangements are in place. |
| **Pre-employment Checks and Onboarding** | To complete and record right to work checks for all new starters in line with Home Office guidance, including follow-up checks for employees with time-limited permission, and to support the administration of any visa or sponsorship requirements.<br><br>To request and record references and to follow up any that are outstanding or unsatisfactory.<br><br>To administer PVG Scheme and other Disclosure Scotland checks for roles that require them, and to maintain a record of all checks and their renewal dates.<br><br>To prepare and issue offer letters and contracts of employment, including permanent, fixed-term, seasonal and casual arrangements, making sure the correct terms and pay rates are applied.<br><br>To coordinate the onboarding of new starters, including new starter paperwork, payroll and pension information, ID and system access, and to schedule and support corporate induction, working with line managers so that new employees feel welcomed and prepared. |
| **Contracts and Employee Changes** | Support the senior people advisor with preparing and issuing variation letters for changes to hours, pay, job title, location or other terms, and to make sure changes are agreed, recorded and notified to Payroll.<br><br>To monitor fixed-term and seasonal contract end dates and prompt managers in good time to confirm extensions, renewals or endings, issuing the appropriate letters.<br><br>To administer the probation process, issuing reminders to managers, recording outcomes and issuing confirmation or extension letters. |
| **HR Inbox and Administrative Support** | To manage the HR inbox, responding to routine queries from managers, employees and external parties, directing people to the relevant policy or procedure, and passing anything other than routine matters to the Head of People and Culture.<br><br>To provide occasional administrative support on employee relations matters as directed by the Senior People Advisor or Head of People and Culture, such as arranging meetings, preparing standard letters, taking notes and keeping |

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| | case records securely filed. |
| **Family Leave, Absence and Wellbeing** | To administer maternity, paternity, adoption, shared parental and other family leave, including issuing standard confirmation letters using the Theatre's templates, recording keeping in touch days and pointing employees and managers to the relevant policy.<br><br>To keep absence records up to date, produce regular absence reports and let managers know when trigger points have been reached.<br><br>To administer stress risk assessments, including issuing the Theatre's template, arranging meetings and keeping records of completed assessments and agreed actions.<br><br>To administer referrals to Occupational Health, including consent forms and appointments, and to pass reports to the Head of People and Culture and the relevant manager. |
| **Pay, Payroll and Leavers** | To provide accurate and timely information to the Payroll team on all starters, changes and leavers, and to help Payroll resolve pay queries, particularly those linked to sickness absence, family leave, special leave and contractual changes.<br><br>To support the annual pay review process, including preparing data and issuing pay letters by mail merge.<br><br>To process resignations, including acknowledging resignations, confirming notice periods and calculating final holiday pay in conjunction with Payroil.<br><br>To manage the leaver process, including issuing leaver letters, sending exit questionnaires and collating the feedback.<br><br>To provide factual references for current and former employees in line with the Theatre's reference policy. |
| **HR Records, Systems and Reporting** | To maintain accurate and up-to-date personnel files and HR systems in line with UK GDPR, including retention schedules, secure storage and the handling of subject access requests.<br><br>To keep the Theatre's HR calendar up to date, including probation reviews, contract end dates, right to work follow-up checks, PVG renewals and other key dates.<br><br>To oversee training records and help monitor completion of mandatory training.<br><br>To maintain HR templates, standard letters and forms so that they are accurate, consistent and reflect current legislation and policy. |
| **Policy and Engagement** | To provide administrative support to the Senior People Advisor & Head of People and Culture on policy reviews, including formatting, version control, publishing updated policies and letting employees know about changes. |

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| | To provide administrative support for employee engagement activity, including the annual employee engagement survey and pulse surveys, such as issuing surveys, sending reminders and collating results.<br><br>To support the Theatre's commitment to Fair Work First and its EDI Plan through fair and inclusive recruitment and HR administration. |
| **Environmental** | To support the Executive Director, as Chief Executive of the organisation, and the nominated Green Champion in meeting organisational aims and ambitions for its environmental impacts. |
| **Health and Safety** | To support the Executive Director, as Chief Executive of the organisation, in their legislative duties under the Health and Safety at Work etc. Act 1974.<br><br>Attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard. |
| **Other** | To handle all information with the highest level of confidentiality and discretion.<br><br>To champion and promote the Theatre's values and behaviours, and act as an ambassador for the Theatre.<br><br>Actively promote staff welfare, development and training opportunities throughout the Theatre.<br><br>To keep own knowledge and skills up to date through continuing professional development.<br><br>To participate, where required, in Theatre events which sometimes fall outside standard core hours, including evenings, weekends and Bank Holidays.<br><br>Any other duties or projects reasonably required by the Head of People and Culture to ensure the smooth and efficient operation of the People and Culture function and the organisation. |

## Person Specification

### Our purpose and our values

We exist to improve lives by sharing Pitlochry with the world and the world with Pitlochry.

We do this:

- By creating theatre that excites, engages, and challenges.
- By inspiring imaginations, senses of adventure, and new levels of understanding that change worlds.
- By nurturing environments to encourage wellbeing, growth, connection, and a sense of belonging.
- By exploring new ways of seeing and collaborating.

In everything we do we are creative and respectful, and in every situation we are collaborative and empowering.

**Personal behaviours and style**

We are looking for people who share our core values and can demonstrate their commitment to:

- Commitment to Excellence
- Teamwork
- Creativity
- Inspirational sense of belonging
- A nurturing environment

The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

| Requirements | Essential | Desirable | Assessment Method |
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| **Qualifications and Knowledge** | • A basic understanding of UK employment law and employee relations, sufficient to recognise when a matter needs to be referred on<br>• Working knowledge of UK GDPR as it applies to HR records and recruitment<br>• Knowledge of right to work requirements and pre-employment checks | • CIPD Level 3 Foundation Certificate in People Practice (or a higher CIPD qualification) or working towards it.<br>• Knowledge of the PVG Scheme and Disclosure Scotland checks<br>• Knowledge of inclusive recruitment practice and Fair Work First<br>• Awareness of family leave and statutory pay entitlements | Application / Certificates / Interview |
| **Experience** | • Experience of working in an HR administration role, or a similar administrative role, in a busy environment<br>• Experience of administering end-to-end recruitment, including advertising, shortlisting, interview arrangements, offers and pre-employment checks<br>• Experience of preparing | • Experience of high-volume or seasonal recruitment<br>• Experience of taking notes at formal meetings<br>• Experience of using an applicant tracking system or HR information system | Application / Interview |

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| | contracts of employment and other HR correspondence accurately<br>• Experience of maintaining confidential HR records and systems | • Experience of working in the arts, charity, hospitality or a similar sector | |
| **Skills and Abilities** | • Excellent organisational skills, with the ability to manage a high volume of work, prioritise competing demands and meet deadlines<br>• A high level of accuracy and attention to detail<br>• Excellent written and verbal communication skills, with the ability to write clear, professional letters and adverts<br>• Good IT skills, including Microsoft Word, Excel and Outlook, including mail merge and working with spreadsheets<br>• Able to build effective working relationships with managers and employees at all levels<br>• Able to recognise when a matter needs to be escalated | • Able to produce simple HR and recruitment reports and analyse data<br>• Experience of using social media and online platforms to advertise roles | Application / Interview / Task |
| **Personal Qualities** | • Discretion, honesty and integrity, with the ability to handle sensitive and confidential information appropriately<br>• Approachable, calm and professional, with a commitment to providing a high standard of service<br>• A commitment to equality, diversity and inclusion, and to treating people fairly<br>• A strong team player who is flexible and willing to learn<br>• An interest in the arts and the vision of Pitlochry Festival | | Application / Interview |

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