



HR & People Manager



Closing date: Midnight 30 October
Interview dates: 16 and 17 November

LAKELAND MUSEUM ABBOT HALL BLACKWELL WINDERMERE JETTY MUSEUM

lakelandarts.org.uk

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Introducing Lakeland Arts

We're delighted that you're interested in joining the team at Lakeland Arts as HR & People Manager.

Lakeland Arts is an independent charity and a major player in the North of England's arts, culture and heritage scene. We have built a great reputation for our buildings, collections, exhibitions and engagement programmes. As part of the Cumbria Museum Consortium, we are proud to be a National Portfolio Organisation of Arts Council England.

We run an exceptional portfolio of cultural spaces in an Area of Outstanding Natural Beauty.

Our remarkable spaces, rich collections, engaging programmes and passionate people are all connected by a powerful sense of place. Our aim is to transform lives through meaningful connection with our local community and visitors, facilitating experiences that reflect our inspiring collections and the beauty of the Lake District.

Abbot Hall is one of the UK's leading art galleries. Established in 1962 in a Grade I listed Georgian building on the banks of the River Kent in Kendal, the gallery has become a vibrant cultural and community hub. The Abbot Hall collection includes works by J M W Turner, Paula Rego, John Ruskin, Lucian Freud, Elizabeth Frink and Kurt Schwitters. The gallery's exhibition programme is focussed on the themes of landscape, identity and ecology. Recent exhibitions have included a major solo exhibition by Charmaine Watkiss and a new co-curated Ecology Gallery was opened in September 2024.

Blackwell - the Arts & Crafts house has breathtaking views overlooking Lake Windermere and the Coniston Fells. The stunning Grade I listed house was designed by noted architect Mackay Hugh Baillie Scott and is one of the world's finest examples of Arts & Crafts architecture. The interiors and exhibitions at Blackwell celebrate the finest designers of the Arts & Crafts movement whilst profiling the best contemporary makers working today. Recent exhibitions have included ceramics by William De Morgan, British Nigerian sculptor Lawson Oyekan and Scottish ceramicist Frances Priest.



Lakeland Museum was established in Kendal in 1971 and won the first ever Museum of the Year award. It has an extensive collection of objects, photography and archival material that relates to the people, communities and industrial history of the Lake District. The museum is currently closed pending a process of reimagining and redevelopment.

Windermere Jetty Museum is a RIBA Stirling prize shortlisted building which opened in 2019 following a £20 million major capital development. Celebrating engineering and industry in one of England's most iconic locations, the museum is a working destination committed to conserving, celebrating and sharing its internationally important collection of historic boats and related material. The museum sits on the shores of Windermere amongst the unique biodiversity of the lake. Working jetties and heritage boat trips give visitors direct access to Windermere and the collection.

Our museums sit within and are surrounded by the Lake District National Park, a UNESCO World Heritage site. The countryside outside the National Park and around the coast is full of great walks, stunning views and many places to visit. Popular sporting and leisure activities include sailing, hill walking, swimming, cycling, climbing and running. The Lake District is known for its architecture, stunning scenery, pubs and restaurants. It isn't surprising that this area attracts over 40 million visitors each year. Kendal is a busy market town and plays host to several cultural festivals each year. There is easy access by road to Lancaster, Penrith, and Carlisle, as well as mainline train connections from Oxenholme station in Kendal to London, Manchester, Edinburgh and Glasgow.

We believe that diversity and equality within our workforce, programmes and approaches are crucial to our mission of being inclusive and relevant to our communities. We want everyone to feel welcome. We, therefore, particularly welcome applications from candidates under represented at Lakeland Arts and within the heritage sector, including neurodiverse applicants, individuals from the Global Majority and/or those with disabilities.

We welcome your application and wish you every success with it.



Luis Martins, Chief Executive Officer



Job description

Job title: HR & People Manager

Salary: £40,000 pro-rata

Location: All Lakeland Arts museums (Windermere Jetty Museum, Blackwell – the Arts & Crafts house and Abbot Hall), hybrid 3 days minimum working on-site

Reports to: Chief Executive Officer

Term: Part time, permanent

Hours: 0.8 FTE, 4 days per week



Purpose

An opportunity to shape the people culture of one of Cumbria's most distinctive cultural charities.

This is an exciting opportunity for an experienced HR professional to make a genuine and lasting difference at Lakeland Arts, an independent cultural charity bringing together art, heritage, tourism and hospitality across three distinctive sites in Cumbria.

Our people are central to our ability to deliver our charitable purpose and create meaningful experiences for our audiences, communities and visitors. As HR & People Manager, you will play a key role in shaping how we support, develop and engage our people, helping to create an organisation where talented individuals can thrive and do their best work.

Lakeland Arts is a small but ambitious and wonderfully varied organisation. We care for nationally significant collections and heritage, present exhibitions and cultural programmes, welcome visitors from across the UK and overseas, and operate visitor-facing cafés, retail, events and other commercial activity. This creates an environment that is both culturally rich and operationally complex, making the role an unusually varied and rewarding opportunity for an HR professional who enjoys being close to an organisation and seeing the impact of their work.

As an active member of the Senior Leadership Team, you will have a genuine voice in the development of Lakeland Arts. Working closely with the CEO, senior managers and colleagues across the organisation, you will help shape our people strategy and culture, ensuring that our policies, processes and employment practices are effective, inclusive, legally compliant and aligned with our charitable purpose and organisational ambitions.

You will have the opportunity to develop and strengthen our approach across the full range of people management, from recruitment, employee relations and performance management through to learning and development, organisational culture, wellbeing and employee engagement. You will also work with the Board where appropriate on matters relating to people, governance and organisational development.



This is a role where your contribution will be visible and valued. With a highly motivated and skilled staff complement of just under 100 people, Lakeland Arts is large enough to offer interesting and complex HR challenges, while remaining small enough for you to build strong relationships, influence decisions and see the results of your work.

Supported by an HR Assistant, the role is offered on a part-time basis, providing an excellent opportunity for an experienced HR generalist who is looking for a senior role with meaningful influence, variety and flexibility. You will be able to balance strategic development with hands-on operational HR, providing trusted advice and support to managers across the organisation while helping to shape the longer-term people agenda.

As a charity, we are also committed to ensuring that our people experience the same sense of purpose, opportunity and belonging that we seek to create for our audiences and communities. This role therefore offers the opportunity to influence not only our working culture, but the way in which our people enable Lakeland Arts to achieve its wider ambitions and public benefit.

And the setting is hard to beat. The role is based across our sites in Kendal and Bowness-on-Windermere, giving you the opportunity to work within some of Cumbria's most remarkable cultural and heritage environments, surrounded by the landscape and communities that make the Lake District such a special place.

If you are an experienced HR professional who is excited by the opportunity to shape culture, influence organisational development and make a real difference to people's working lives within an ambitious cultural charity, we would love to hear from you.

We welcome applications from HR professionals who believe they meet the criteria set out in the person specification. For further information, please download the full job pack.

For an informal conversation about the role, or if you have any specific questions, please contact Francesca Higgins, HR & People Manager:
fhiggins@lakelandarts.org.uk



Key Responsibilities

- Lead on HR Strategy and be an active member of the senior leadership team at Lakeland Arts.
- Ensure compliance with best practices in volunteer and employment policies.
- Ensure that Lakeland Arts recruitment practices reflect current best practice and are fair and promote equality.
- Develop and update HR policies, ensuring alignment with organisational goals and legal requirements.
- Provide expert HR support and advice to managers on formal employee relations cases, including dispute resolution, redundancy, attendance management and disciplinary procedures.
- Support Line Managers to conduct effective Appraisals and Performance Management processes, including development of effective appraisals processes.
- Provide leadership in talent attraction, retention and development initiatives.
- Oversee the effective administration of the HR data, payroll information, personnel and training records within the organisation through line management of the HR Assistant. Oversee monthly payroll process by sending accurate payroll updates to our external payroll providers.
- Monitor HR KPI's and lead initiatives to improve staff well-being and satisfaction.
- Work with Senior Leadership Team to ensure that an effective training programme is in place for staff and volunteers across Lakeland Arts
- Prepare reports for senior management and Board of Trustees and other internal and external bodies, e.g. Arts Council England as required.
- Support the development of the Staff Rep Group as an effective communication route for staff and Senior Leadership to effect positive change within the organisation.

This job description outlines the principal responsibilities and duties of the post holder. It isn't meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.



Person Specification - Essential

Knowledge

- CIPD qualified to Level 5 or equivalent knowledge and experience.
- Excellent knowledge of current employment law, including Equality, GDPR, Health & Safety, Safeguarding and general employment and upcoming employment law changes.
- Good knowledge of current best practice in HR and how to apply this effectively in the workplace.

Experience

- Experience of developing effective HR Policies and supporting managers to use these effectively
- Providing advice and support to managers through a range of complex employee relations cases. Proven track record of supporting the organisation to achieve positive results from employee relations cases.
- Experience of designing and delivering training to empower managers to use HR Processes effectively in managing their teams.
- Experience of managing change and supporting staff and managers through the process

Skills and attributes

- Able to quickly assimilate knowledge of the organisation and become effective in post
- Able to manage a diverse and complex workload and to keep multiple projects on track and moving forward simultaneously
- Able to give advice and guidance based on a sound knowledge of employment law and good practice whilst tailoring the advice to the needs of the organisation
- Excellent communication skills in person and in writing. Able to convey information and ideas with sensitivity and clarity
- Able to build strong and trusted relationships with a range of stakeholders
- Excellent attention to detail particularly in relation to payroll processing



Person Specification - Desirable

Knowledge

- CIPD qualified to Level 7 or equivalent knowledge and experience
- Knowledge of Breathe HR Database
- Knowledge of the Arts and Museums sector
- Knowledge of the Tourism and Hospitality sector

Experience

- Experience of effective line management and development of HR Assistant
- Experience of overseeing recruitment of a wide range of roles including apprenticeships and senior leadership roles
- Experience of conducting and reporting back on staff surveys

Skills and attributes

- Coaching and influencing skills to empower managers to be effective people managers
- An interest in Arts and Culture/ Visitor Experience and Tourism



Additional information

Lakeland Arts offers an auto enrolment pension scheme as well as a range of benefits including free entry into partner venues in the UK, free entry into Lakeland Arts sites for immediate family and discounts in Lakeland Arts shops and cafes.

Lakeland Arts reimburses staff for travel and other expenses within agreed guidelines. The post holder will be expected to travel efficiently and in a timely manner to and between Lakeland Arts sites.

Health and Safety

Lakeland Arts offers all employees access to an Employee Assistant Programme as well as Eye Tests for DSE users. The post holder is required to carry out their duties in accordance with Lakeland Arts Health and Safety policies and procedures.

Diversity

The postholder is required to always have due regard to equal opportunities, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures. Lakeland Arts welcomes applications from people with protected characteristics and those currently under represented within our workforce.



How to apply

Please send your CV and cover letter to jobs@lakelandarts.org.uk by the closing date midnight 30 October.

Selection process

We will be holding interviews on 16 and 17 November.



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**Thank you for
your application**

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