



## Job Pack



# Head of Employment Relations

October 2026



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# Welcome From Our Co-CEOs

Thank you for your interest in working with us at the Society of London Theatre & UK Theatre. Our organisations are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators both in London's West End and across the UK.

This is an exciting opportunity to work for our organisations, working on behalf of a vibrant and diverse sector, at a critical time for our industry. After we joined the organisations, we started a strategic review process which defined who we represent and our new vision and mission.

**Our vision** is a dynamic, sustainable and world-class theatre sector.

**Our mission** is to champion theatre and support our members to thrive.

To deliver our vision and mission, we are in the process of developing our next strategy for 2027-2029 which will build on the successes of the last three years.

Employment Relations will be a priority area within this strategy. Negotiating with our union partners, and supporting our members to appropriately apply the agreed terms and conditions across the sector are a core part of the work of SOLT & UK Theatre. Over the next three years, we aim to move onto a more proactive footing – more frequently engaging with union partners, upskilling our members and gathering the insights we need to ensure we continue to enshrine fair and sustainable employment across the theatre sector.

This is a great place to work. We are ambitious, we work hard, and aim to have fun while we're doing it. We have a fantastic team of around 60 people working across our main office in Rose Street and the Official London Theatre Ticket Booth in Leicester Square. Our social committee ensures that we have plenty of opportunities to get to know each other, our sustainability committee is working hard to ensure we play our part in protecting the planet, and there are plenty of opportunities to experience the world-class theatre produced and presented by our SOLT & UK Theatre members. While a background in theatre or the arts is not essential, you will need an appreciation for performing arts and the importance of cultural activities as an integral part of our lives.

We hope you find this role of interest and look forward to receiving your application.

All best wishes,

**Claire Walker & Hannah Essex**

Co-Chief Executives

# Who we are & what we do

Based in the heart of Covent Garden, Society of London Theatre (SOLT) & UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

**Our vision** – the world we want to see – is a **dynamic, sustainable and world-class theatre sector**.

**Our mission** – what we do as an organisation – is to **champion theatre and support our members to thrive**.

In order to deliver on our vision and mission we have three joint priority areas for both organisations. These bring together our membership services, advocacy campaigns, audience initiatives and major events and awards.

Our three joint priority areas are:

**Membership:** Developing a growing, engaged and united membership

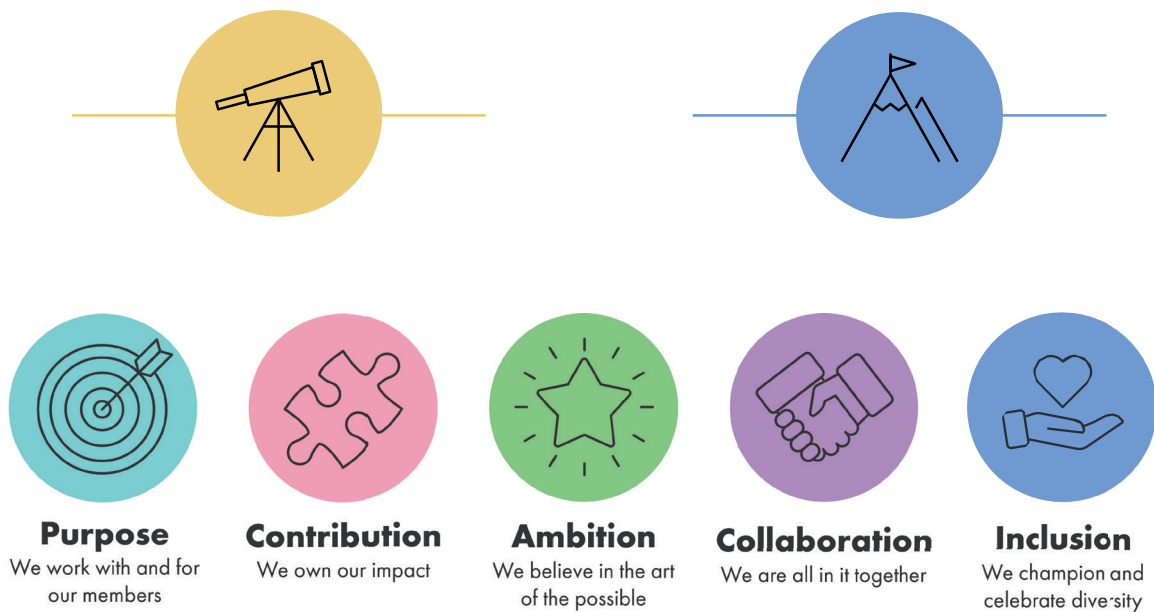
**Audiences:** Increasing engagement with theatre

**Advocacy:** Create the conditions for theatres to thrive

# Introduction to Our Values

Our **Values** have been co-created by us, the team at SOLT & UK Theatre. They are authentic to us and we are all responsible in upholding them to create the working environment and culture we need to succeed.

They help guide the way we work together - as a team, with our members, customers and everyone who we interact with to enable us to deliver our **Vision and Mission**.



# Our Values

## Purpose



### We work with and for our members

We work **with** our members and the wider sector in true collaboration with a shared purpose to deliver our vision and mission. We work **for** our members with many other groups, including audiences, customers, partners and stakeholders.

We respect and champion the unique impact our members make to welcome, entertain, challenge, inspire and tell stories which change lives. We gather relevant knowledge from inside and outside our sector to continuously support, challenge and inspire our members.

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## Contribution



### We own our impact

We are empowered to take ownership of our work to make meaningful contributions and take pride in the impact we deliver. We work from a basis of trust and a culture which balances freedom to deliver our roles with professional accountability.

We use our initiative to understand our roles and the part we play in delivering our objectives. We are generous in sharing our unique skills, knowledge and talents with colleagues to help each other grow and develop.

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## Ambition



### We believe in the art of the possible

We are ambitious for ourselves, our team and our members. We welcome new ideas, optimism, innovation, creativity and feel empowered to challenge the status quo.

We try to avoid getting bogged down in the day to day and remember to consider the bigger picture. We problem solve as we go. We understand that part of delivering, is taking time to plan, reflect and grow for next time.

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## Collaboration



### **We are all in it together**

We respect and appreciate our colleagues and work collaboratively towards shared success and overcoming challenges. We celebrate the wins, big or small, and take pride in the journey we're creating.

We create opportunities to celebrate and embrace the joy of working in theatre. We communicate openly, with fairness and honesty.

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## Inclusion



### **We champion and celebrate diversity**

Inclusivity is the common thread which runs through all our Values. We welcome diverse perspectives and understand everyone brings different skills and experiences from which we can all benefit.

- I encourage a culture where everyone can belong and I treat everyone with empathy and respect.
- I seek to understand diversity in its broadest sense.
- I acknowledge any privilege and challenge my unconscious bias.

# Head of Employment Relations

## Role description

SOLT & UK Theatre are seeking a Head of Employment Relations to provide strategic leadership and operational delivery of complex employment relations activity. This person will build strong and constructive relationships with multiple union partners, and will bring an understanding of employment and trade union law, exceptional planning and management skills, and knowledge of how the agreements work in practise.

With the support of a small and highly skilled team, you will provide support directly to members, advising on the practical application of the agreements; give strategic advice to Co-CEOs and negotiating committees; and will take a proactive approach to supporting and upskilling members to be excellent employers.

Industry experience of applying our existing agreements would be highly advantageous, though we are also open to applications from candidates with experience of leading complex employment relations in other sectors, particularly within the arts or a membership organisation.

## Strategy

- Develop and deliver the Industrial Relations strategy, setting a vision for how the collective agreements can support and enhance a modern and productive theatre working environment and which may require challenging member views and practises;
- Lead strategic engagement with recognised Trade Unions, building trusted and constructive relationships;
- Identify, assess and mitigate industrial relations risk while ensuring compliance with legal and industry frameworks.

## Negotiations

- Lead multiple, sometimes simultaneous, complex collective negotiations ensuring member committees are equipped with the skills and information they need to ensure successful negotiations;

- Provide strategic advice to Co-CEOs and committee chairs during the negotiations and throughout the year, clearly setting out viable options for discussion and the potential consequences of each approach;
- Work with the committees to identify priorities and rationale for counter claims.

### **Dispute resolution**

- Lead dispute resolution through supporting and advising members and/or directly resolving issues with unions as required;
- Ensure the conciliation processes and Theatre Council are well understood and appropriately used when needed.

### **Member support**

- Be proactive in building and maintaining relationships with members throughout the country;
- Provide expert advice to senior stakeholders on collective bargaining, employment legislation and industrial relations best practice;
- Build membership knowledge and capability by developing training and guidance to support members with use of the agreements and broader employment relations;
- Ensure member queries on interpreting the agreements receive a timely response, tailoring advice and guidance to members as required.

### **Leadership & Management**

- Represent SOLT & UK Theatre at member-facing and external events;
- As a member of the Leadership Team, contribute to the development, monitoring and evaluation of the SOLT & UK Theatre strategy and annual business plans
- Lead and develop the Employment Relations team, taking a facilitative and collaborative approach.

# Person specification

## Essential:

- Experience of developing and maintaining constructive relationships with multiple Trade Unions;
- The ability and approach to lead complex negotiations from beginning to end including developing the strategy for the negotiation, through to leading conversations in the negotiating room;
- A collaborative and empowering approach to leadership and team development;
- Exceptional stakeholder management, influencing and communication skills, with the credibility to operate at a senior leadership level in a collaborative manner;
- The ability to convene and create consensus across differing needs and circumstances;
- A sound understanding of UK employment legislation and collective bargaining frameworks;
- Excellent planning and management skills, comfortable working to deadlines and delivering to a high quality under pressure;
- A high degree of care and attention to detail;
- Financial literacy and the ability to understand budgets;
- Comfortable with the use and incorporation of technologies including AI to support business needs;
- Ability to conceive and analyse solutions to problems, setting out the pros and cons of a particular approach, within context.

## Desired:

- Experience of applying one or more of the current SOLT & UK Theatre agreements in a theatre context and /or extensive Industrial Relations experience gained within a large unionised organisation or industry;
- Experience of crisis management and communications would be an advantage.

# Terms

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| <b>Contract type</b> | Permanent. 35 hours per week, Monday-Friday. Some evening and weekend working may be required. Open to job shares and other forms of flexible working.                                                                                                                                                               |
| <b>Salary band</b>   | Band B – £60,000-£80,000.                                                                                                                                                                                                                                                                                            |
| <b>Directorate</b>   | <p>The Employment Relations Team sits within the CEO Office and this role directly reports to the Co-CEOs.</p> <p><b>Reporting to your line manager:</b> Co-CEOs</p> <p><b>Direct reports:</b> Two Employment Relations Partners and a dotted line link to a Co-ordinator shared with the External Affairs team.</p> |

## Working with us

Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose in today's society.

Detailed below are those benefits currently available – unless stated otherwise, these are non-contractual and subject to change.

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| <b>Agile and Flexible Working</b> | <p>Our main office is based in Covent Garden, London and the Ticket Booth is based in Leicester Square.</p> <p>Depending on the role, we have an agile working policy which means that we expect minimum of 60% of your working hours to be spent in the office or with members each week. You are, of course, welcome to come in more than that if you prefer. Please</p> |
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|                                     | <p>note, you will be expected to work outside of core hours from time to time to meet the needs of the organisation.</p> <p>All roles are open to flexible working – e.g. job share, reduced hours or other flexible working approaches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Your Health and Wellbeing</b>    | <p>The health and wellbeing of our staff is our upmost priority. We offer a range of benefits to support your physical and mental health.</p> <p><b>WeCARE</b> - Digital Wellbeing. Delivers a complete solution across Physical &amp; Mental Health, Finance and Legal support and wellbeing advice from qualified professionals tailored to the individual.</p> <p><b>MyStrength</b> - One to one support with a qualified Wellbeing guide, a person there to help and support on your wellbeing journey. Support is built around the individual.</p> <p><b>Toothfairy</b> - Access to smart dental App – Your personal dentist.</p> <p>The following are optional benefits:</p> <ul style="list-style-type: none"> <li>• Paid annual eyesight test.</li> <li>• Paid annual flu vaccination.</li> </ul> |
| <b>Your Finances and Protection</b> | <p>We offer a competitive pension scheme and further protections.</p> <p><b>Pension Scheme</b></p> <ul style="list-style-type: none"> <li>• Contributory pension scheme - The current contributions are as follows: <ul style="list-style-type: none"> <li>○ Employer Contribution: 5% of gross pay.</li> <li>○ Employee Contribution: Minimum of 3% of gross pay.</li> </ul> </li> </ul> <p><b>Personal circumstances</b></p> <ul style="list-style-type: none"> <li>• Death-in-Service Insurance Cover – 3 x annual salary.</li> </ul>                                                                                                                                                                                                                                                                  |
| <b>Annual Leave</b>                 | <ul style="list-style-type: none"> <li>• 25 days annual leave plus bank holidays (contractual), rising to 27 days annual leave after 5 years continuous service. This will be pro rata for part-time roles.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                                    | <ul style="list-style-type: none"> <li>• Non contractual time off: your Birthday off or a day off within two weeks of your birthday. Company Closure Day, normally on a day next to a Christmas bank holiday.</li> </ul>                                                                                                                                                                                                 |
| <b>Personal Development</b>        | <ul style="list-style-type: none"> <li>• We invest and believe in continuous professional development and training opportunities for all.</li> <li>• Where appropriate, we suggest and arrange professional mentors to offer additional external guidance.</li> </ul>                                                                                                                                                    |
| <b>Travel to work</b>              | <p>Our offices are based in the heart of Covent Garden. Many of our staff walk, use public transport or cycle to work or a combination of the above.</p> <p>The following apply after probationary period:</p> <ul style="list-style-type: none"> <li>• Interest free Travel Season Ticket loan.</li> </ul>                                                                                                              |
| <b>Theatregoing</b>                | <p>Our staff champion theatre and the work of our members. That includes attending regular theatre productions and visiting members (where appropriate) across the UK.</p> <ul style="list-style-type: none"> <li>• Staff are offered complimentary tickets to see shows on set dates and sometimes to attend opening nights of productions.</li> <li>• All staff can buy Theatre Tokens with a 10% discount.</li> </ul> |
| <b>Events and experiences</b>      | <ul style="list-style-type: none"> <li>• We offer many opportunities to get involved with events such as West End LIVE, the Olivier Awards, Kids Week workshops and TheatreCraft (jobs fair for craft roles in theatre sector).</li> </ul>                                                                                                                                                                               |
| <b>Socialising with colleagues</b> | <p>Our staff regularly socialise together as a team and this is led by a dedicated social committee.</p>                                                                                                                                                                                                                                                                                                                 |
| <b>Sustainability</b>              | <p>We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.</p>                                                                                                                                                                                                                                                                                    |

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| <b>Local discounts</b> | <p>We are fortunate to work in the beautiful surroundings of Covent Garden and have negotiated a range of local benefits for our staff to enjoy.</p> <ul style="list-style-type: none"> <li>• Local retail discounts through Heart of London Club and Love Covent Garden.</li> <li>• 20% off at Trevor Sorbie hair salon.</li> </ul> |
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## How to apply

Society of London Theatre & UK Theatre is partnering with search consultant Todd Heppenstall on this appointment.

To apply, please upload your application consisting of a CV and cover letter, each of no more than 3 pages in length, to the TH Consulting website via [this link](#).

You will also be asked to complete an equal opportunities form which will not be shared with anyone involved in assessing your application.

If you would like to arrange a confidential conversation with Todd about the role, please email [todd@thconsulting.uk](mailto:todd@thconsulting.uk)

**Closing Date for Applications:** Noon on Monday 23<sup>rd</sup> November 2026.

Final interviews and conversations with SOLT/UKT will take place w/c 30<sup>th</sup> November, 7<sup>th</sup> and 14<sup>th</sup> December.

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application, please get in touch with Todd.

Please note that SOLT & UK Theatre is unable to provide visa sponsorship. Applicants must therefore have the right to work in the UK at the time of application.