

HR and Facilities Manager Recruitment Pack



About Make/Sense Theatre

With a strong background in both professional performing and SEND education, our three female founders set up Make/Sense in Reading in 2021 to address the need for a quality arts provision and employment pathways into the arts for the neurodivergent community in Reading.

Since then, Make/Sense has developed beyond initially imagined and now caters for children, young people and adults across Berkshire, Oxfordshire, Hampshire and Surrey offering meaningful weekly experiences, delivering arts qualifications, and providing employment for neurodivergent and/or disabled creatives.

About Us	2
Job Description	3
Person Specification	8
How to Apply	9

Our Vision

Our Vision is for neurodivergence to be the fuel for strong artistic expression. Confident in their own creativity, neurodivergent people will be empowered to amplify their voice in all aspects of their lives and to the world around them.

Who are we?

We are a small team of core staff but have a large number of part-time and seasonal workers who assist at all our community and education offerings, and a handful of freelance actors and artists who bring added talent and expertise to our work. We have recently moved to a new base in Whitley, Reading and are thrilled to have a space in which to run our Creative, Junior, Sensory and holiday club sessions, store our props and costumes, and host events for our ever-growing community (coming soon!)



The Role

The HR and Facilities Manager will lead Make/Sense Theatre's human resources, safer recruitment, health and safety, and facilities functions, taking full day-to-day responsibility for ensuring that appropriate systems, policies and procedures are in place, implemented and maintained.

The postholder will be responsible for ensuring that HR and health and safety requirements are met, risks are identified and managed, staff and managers receive appropriate guidance, and the organisation maintains accurate records and evidence of compliance.

Working closely with the Head of Operations and the wider leadership team, the postholder will develop practical, proportionate systems that support a growing charity and reflect the needs of our neurodivergent and disabled workforce and community.

The postholder will have the authority to manage these functions within agreed organisational policies, budgets and delegated responsibilities, and will identify and address issues requiring specialist advice or senior leadership decisions. The organisation retains its statutory responsibilities as an employer, and safeguarding decisions remain the responsibility of the designated safeguarding lead.

Human Resources

The postholder will lead and manage the organisation's HR function, ensuring HR processes are consistently applied, deadlines are met, records are accurate and managers understand their responsibilities. They will independently manage employee relations matters, including leading disciplinary and grievance processes, obtaining specialist support for complex or high-risk matters and keeping the Heads of Operations informed.

- Own the employee lifecycle for all staff and workers, maintaining accurate and up-to-date HR records, including personnel files, emergency contacts and a current staff list
- Prepare contracts of employment and contracts or agreements for workers, variation letters and other HR documentation, and record starters and leavers
- Maintain holiday and absence records and host return-to-work meetings after absences
- Monitor probation periods and ensure probation reviews happen on time, with clear outcomes recorded
- Lead disciplinary and grievance processes independently: advising managers, conducting investigations, coordinating hearings and preparing accurate records, with dismissal decisions taken together with the Heads of Operations in line with the organisation's delegated authority
- Support managers with performance management, capability and development conversations, and maintain the performance review schedule
- Maintain training records and a staff training matrix, and identify required training for each role
- Prepare accurate information for payroll, liaise with payroll providers and support NEST pension administration, ensuring employee records correspond with payroll records
- Respond to routine HR queries from staff and be a trusted, approachable point of contact

Safer Recruitment, Onboarding and Compliance

Many Make/Sense staff and workers work directly with children, young people and vulnerable adults. The postholder will lead the organisation's safer recruitment processes and ensure that no member of staff or worker is placed into regulated activity without the appropriate checks and approvals being completed.

- Coordinate recruitment administration end to end: preparing and posting advertisements, managing applications and shortlisting, arranging interviews and preparing interview paperwork

- Obtain references, coordinate DBS checks, verify right-to-work documentation and ensure all required safeguarding checks are completed before staff begin work wherever possible
- Maintain safer recruitment records, a central compliance tracker and records of DBS and other renewal and review dates
- Support and challenge managers to follow safer recruitment procedures consistently
- Coordinate onboarding: starter documentation, personnel records, induction, provision of policies and safeguarding information, and identification and recording of required training
- Manage termly recruitment surges efficiently, particularly at the start of academic terms when several variable-hours, sessional or seasonal workers may be recruited at once

HR Systems, Policies and Manager Support

The postholder will maintain and improve simple, effective HR systems appropriate for a growing organisation, and coordinate the review of employment policies so they remain current and consistently applied, working with the designated safeguarding lead and senior leadership on safeguarding policy reviews.

- Develop and maintain practical systems: a central HR tracker, safer recruitment and DBS trackers, training matrix, probation tracker, holiday and absence records, staff database and recruitment pipeline
- Maintain the policy review schedule and coordinate updates to the Staff Handbook and employment policies, working with the Heads of Operations for approval
- Maintain review schedules for safeguarding policies and monitor staff compliance with them; the designated safeguarding lead remains accountable for safeguarding decisions
- Flag changes in legislation, guidance or best practice that may require the organisation to review its procedures
- Advise managers day to day on applying HR procedures, and recognise when a matter requires specialist legal or technical advice, escalating it to the Heads of Operations or an external adviser

- Handle sensitive personal information to a high standard: following GDPR and the organisation's data protection procedures, keeping records secure and sharing information only with appropriate people

Health and Safety

The postholder will lead the organisation's health and safety function, maintaining an effective health-and-safety management system across Make/Sense activities and premises, obtaining competent specialist advice where required, and reporting significant risks to senior leadership.

- Conduct health-and-safety audits of the community and education spaces we run sessions in, and assess compliance with UK health-and-safety legislation, industry standards and internal policies
- Develop, oversee and regularly review risk assessments and safety protocols for the Company's activities, working with the relevant manager and, for individual risk assessments, with the member of staff or the person concerned
- Identify hazards and recommend practical solutions tailored to community operations, and track agreed actions to completion
- Provide training and guidance to staff and volunteers on health-and-safety practice, and maintain incident reporting and investigation records
- Prepare clear reports outlining findings, recommendations and compliance status for senior leadership, and stay informed about changes in health-and-safety regulations relevant to the performing arts sector

Facilities and Operational Support

Working closely with the Head of Community, the postholder will coordinate the maintenance and safe use of the Make/Sense base so that it remains organised and fit for purpose.

- Log faults and coordinate maintenance work through the Abbey Gardens team or external contractors where appropriate, following work through to completion
- Organise a cleaning rota and tick-list system so the building is kept in good condition, especially after Make/Sense sessions, and monitor standards
- Check the outside space, spotting anything that needs fixing and any potential risks
- Liaise with the team at the Abbey school when required
- Organise resources, and oversee the washing and safe storage of our costume and prop stores
- Be a trusted point of contact across the organisation so that managers and staff know where to go with questions, and routine HR, facilities and compliance matters do not fall to senior operational staff



“Working at Make/Sense has been the most fulfilling and meaningful experience for me! The group of people that I work with are the most understanding and supportive people you will ever meet and I love the space that they create for learning and questions”

– E, Creative Enabler

Essential Experience and Skills

- Independently managed HR processes in a small or medium-sized organisation, including the full employee lifecycle
- Led disciplinary and grievance processes and advised managers on employee relations matters
- Managed safer recruitment and/or DBS processes
- Managed health and safety in some form, including risk assessments, compliance monitoring and reporting
- Strong practical knowledge of UK employment law and safer recruitment principles
- Maintained accurate and confidential HR records, with a good working knowledge of GDPR and confidentiality requirements
- Worked with a mixed workforce of employees, workers, apprentices and sessional or seasonal staff
- Excellent organisational skills, strong written and verbal communication skills, and confidence using spreadsheets and digital HR systems

Desirable Skills

- A relevant HR qualification such as CIPD, and health and safety training such as IOSH or NEBOSH, at a level appropriate to the organisation's risks
- Experience of working in a small charity, arts organisation or other creative organisation
- Experience in education, SEND, community or youth settings, or of supporting safeguarding processes
- Experience of developing HR systems and processes from scratch
- Experience of working with NEST or another workplace pension provider, or with HR or payroll software
- Experience of term-time, seasonal or variable-hours working

If you would like an informal, confidential conversation about the role before applying, contact Rosie Durance at rosie@makesensetheatre.com and we will arrange a time that suits you.

We are happy to provide this pack, or any part of the application process, in an alternative format (for example large print or a different file type), and we can make reasonable adjustments at any stage. Please just ask.

Make/Sense Theatre is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The offer of any position is subject to satisfactory references, an Enhanced Disclosure and Barring Service (DBS) check including a check of the barred lists, and verification of your right to work in the UK. Having a criminal record will not necessarily bar you from working with us; each case is considered on its merits in the context of the role.

Terms and Conditions

Report to:	Head of Operations
Contract:	22.5 hours a week, 52 weeks of the year
Working Hours:	Flexible: 3 or 4 days a week (plus a 30-minute unpaid break daily)
Location:	Some remote work possible but it would require at least two days at our base at: 12 Christchurch Gardens, Reading, RG2 7AH
Salary:	£37,000 FTE (£22,200 per annum actual)
Annual Leave:	5.6 working weeks inclusive of Bank Holidays, plus a 'Golden Ticket' additional day
Pension:	Make/Sense offer a Nest pension with a 3% employer contribution

How to apply

Please submit a covering letter stating your relevant experience, knowledge, and skills for this role along with your CV to
rosie@makesensetheatre.com

Closing date: 2nd November at 9AM
Interviews will be on: Monday 9th November 2026