

JOBSPACK



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courtyard.org.uk

In Partnership with




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**ARTS COUNCIL
ENGLAND**

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HOW TO APPLY



Thank you for your interest in working at The Courtyard. If you wish to apply for any jobs here, you must complete and submit/return the application form by the stated closing date.

We do not accept CVs for short listing purposes.

Before completing our online application form, please ensure you read this guide as well as the job description and person spec, which are in a separate download. All applications are scored against the person spec for short listing purposes.

APPLY ONLINE

You can apply on our website using our online application form.

If you are using our online application form, there is an option to save your progress and come back to it at a later date. Please note that if you are saving the form, you must use the same browser and ensure you do not clear your browsing data.

We recommend drafting your answers in a Word document before copying and pasting them into our online form.

APPLY ON PAPER

If for any reason you are unable to complete the online application, please call in at our Box Office to obtain a paper copy.

If you require any support to submit an application for this role (alternative methods of application are available), please email mel.langford@courtyard.org.uk.

ABOUT THE COURTYARD

It's always great to see people enjoying a performance or participating in an event while they are at The Courtyard.

*Clare,
Fundraising Manager*



The Courtyard is Herefordshire's Cultural Creative Hub. You will be working in a vibrant and busy arts centre which is open to the public 6/7 days a week, including bank holidays.

Home to a Theatre, Cinema and Gallery with an exciting live, film and participatory programme. With a 400-seat main house, 120-seat studio, gallery spaces, rehearsal and meeting rooms and a large Café Bar, lounge and restaurant it's really a hive of activity!

The Courtyard is a space for innovation, creativity, and participation for the whole community.

As a registered charity our community is at the heart of everything we do. The Courtyard lead inspiring workshops for all ages within the building and out in the community. The Courtyard's Education team host educational sessions in schools and colleges. We have over 300 participants in our Youth Theatre and a successful Creative Ageing programme.

The Courtyard is an inclusive and welcoming organisation. We aspire to achieve artistic excellence in all that we do.

The Courtyard is committed to a comprehensive policy of equal opportunity in employment, in which individuals are selected, trained, appraised, promoted and otherwise treated purely on the basis of merit, skill and ability.

MISSION AND VISION

OUR MISSION

A dynamic arts centre creating artistic excellence locally and nationally, building opportunities through participation, diversity and inclusion and growing sustainably.

OUR VISION

The Courtyard is an inclusive and welcoming arts centre aspiring to achieve artistic excellence in all that we do within an environment that is welcoming to everyone.

OUR VALUES

Participation

Promoting a programme of participatory and non-participatory engagement ensuring that everyone has the opportunity to get involved.

Inclusion

We are a welcoming organisation and believe it is important to have a diverse team and programme that is reflective of our community. The Courtyard is committed to proactively engaging with people and making sure everything that we offer is accessible to all. We are passionate that everyone in Herefordshire has the opportunity to experience and be inspired by the arts.

Excellence

We are extremely proud of what we do and work as a team to ensure that we achieve excellence.

Resilience

Continuing to be resilient and sustainable, seeking out new income streams and being economically efficient whilst ensuring we maintain and improve artistic values.

Partnership

Building on effective collaborations and partnerships in order to achieve shared goals and aspirations. Developing new partnerships to achieve goals of artistic diversity and audience development.



"There's rarely a dull moment and always something new to learn."

*Mel,
Administrator &
PA to the
Chief Executive*

PERKS OF THE JOB



COMPLIMENTARY TICKETS

Courtyard staff are entitled to two complimentary tickets to Courtyard promoted live shows and films (subject to availability).



FREE ON-SITE PARKING

Staff can park their vehicle for free in The Courtyard's ANPR car park. Registration numbers must be logged on the system.



FOOD & DRINK DISCOUNTS

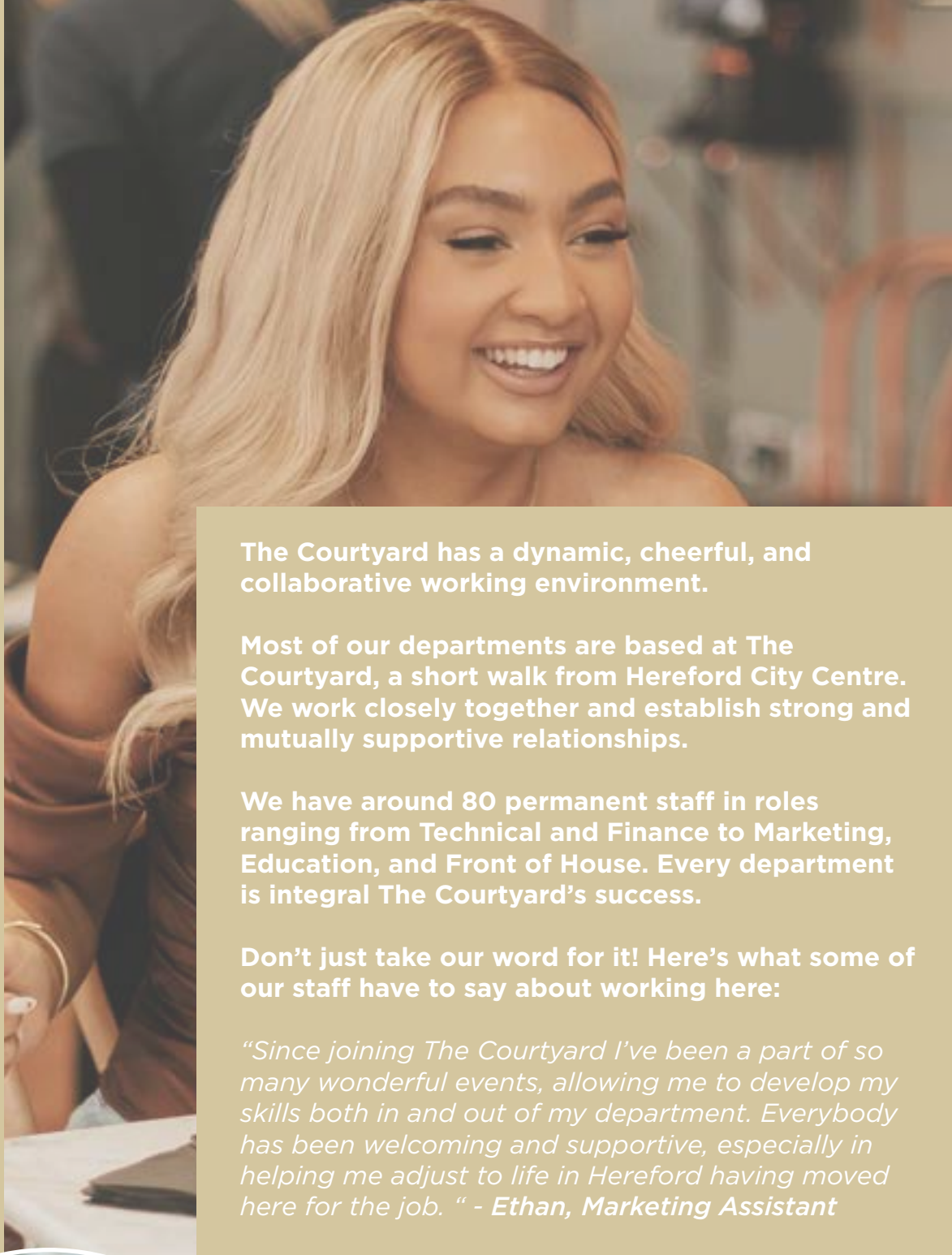
The Courtyard Food & Drink serve hot and cold food throughout the day as well as delicious treats and hot beverages. Courtyard staff receive discounts in The Café Bar.



DISCOUNTED ACCESS TO CLASSES

The Courtyard has a thriving Youth Theatre and numerous creative and technical classes which are run on site. Staff automatically receive a 20% discount on all in house classes and workshops. This offer is also extended to staff members' immediate family.

PEOPLE



The Courtyard has a dynamic, cheerful, and collaborative working environment.

Most of our departments are based at The Courtyard, a short walk from Hereford City Centre. We work closely together and establish strong and mutually supportive relationships.

We have around 80 permanent staff in roles ranging from Technical and Finance to Marketing, Education, and Front of House. Every department is integral The Courtyard's success.

Don't just take our word for it! Here's what some of our staff have to say about working here:

*"Since joining The Courtyard I've been a part of so many wonderful events, allowing me to develop my skills both in and out of my department. Everybody has been welcoming and supportive, especially in helping me adjust to life in Hereford having moved here for the job." - **Ethan, Marketing Assistant***



"The Courtyard is a really friendly place to work. In my role as Sous Chef I get great satisfaction from the chance to create dishes for the Café Bar and Courtyard Chase Lounge. It's hectic but rewarding."

**Will,
Sous Chef**

HEREFORD


Tucked against the Welsh border, hugged by the Malvern Hills and the Brecon Beacons and surrounded by beautiful countryside, The Courtyard is nestled in the heart of Herefordshire.

Hereford is a fast-developing city at the centre of Herefordshire. Fresh air, rolling fields and stunning countryside are never far away!

Hereford boasts a range of independent and major shops, as well as an array of restaurants, with a particular emphasis on locally sourced food.

On a loop of the River Wye, you can stroll along gorgeous river walks or visit the golden-stone cathedral, with its medieval Mappa Mundi and Chained Library.

The adjacent Herefordshire towns and villages are well worth an explore. The major cities Cardiff, Bristol, and Birmingham are all accessible in roughly 90 minutes drive.



"Most importantly for me is how welcoming, friendly and supportive the staff are here."

*Leah,
Digital Marketing
Officer*

STATEMENT OF INTENT

The Courtyard Working Towards Equality

The Courtyard recognises and acknowledges that levels of discrimination and inequality continue to exist in society. In seeking to redress these inequalities it is committed to Civil Liberties and Human Rights.

It welcomes and celebrates diversity, accepting that the majority view is not always right and will strive to build equality of opportunity into all aspects of The Courtyard's work.

The Courtyard will develop a shared understanding of the essence of equality, which is to value and treat all human beings humanely with respect and dignity.



Photo credit: Rob Davies / Hereford Times

The Courtyard, through its policies, service, employment, contracting and funding practices, will ensure that no service user, employee, or job applicant will receive less favourable treatment on the grounds of sex, marital or civil partnership status, sexual orientation, gender reassignment, race, colour, ethnic or national origins, religion or belief, disability or age (the 'Protected Characteristics') or on the grounds of economic or social status.

The Courtyard will take all possible steps to eliminate any unfair and unlawful discrimination and take positive action to redress and remedy the effects of past discrimination on these groups and individuals.

GDPR STATEMENT

Privacy Statement

Here at The Courtyard we take your privacy seriously and will only use your personal information to administer your application for employment. This privacy statement explains what personal data we collect from you and how we use it. We encourage you to read the summaries below and if you would like more information on a particular topic please contact our Data Protection Officer.

Personal Data We Collect

We collect the following personal data relating to your employment application:

- Contact Details (Name, Address, Email Address, Telephone and/or Mobile Number)
- Employment history
- Qualifications
- Equality of Opportunity (Ethnicity, Disability Details) under Special Categories

How We Use Personal Data

Your personal data will be used to process your employment application.

How Long We Will Hold Personal Data

Successful candidate's data will be held under The Courtyard's General Data Protection Policy, details of which will be made available upon the offer of employment. Full details are available in the staff handbook.

Unsuccessful candidates' data will be held for a period of 6 months whereupon it will be confidentially destroyed.

Reasons We Share Personal Data

We will not normally share personal data with anyone else, but may do so where:

- There is an issue that puts the safety of our staff at risk
- We need to liaise with other agencies or third parties (eg company pension provider). We will seek consent as necessary before doing this.

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders in connection with legal proceedings
- Where the disclosure is required to satisfy our legal obligations.

How We Protect Your Personal Data

We use encrypted storage and transfer for all electronic data and have password access controls in place. If paper copies are utilised we ensure that all information is held in secure locked cabinets with controlled access by named individuals (currently the Administrator and members of the Leadership Team).

How to Access & Control Your Personal Data

Individuals have a right to make a 'subject access request' to gain access to personal information that the company holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual

GDPR STATEMENT

Subject access requests must be submitted in writing, either by letter or email to the DPO. They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month, and explain why the extension is necessary
- If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee which takes into account administrative costs. A request will be deemed to be unfounded or excessive if it is repetitive or asks for further copies of the same information. When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the ICO.

Other data protection rights of the individual

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it, individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their personal data is transferred outside of the European Economic Area
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances
- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Please note: Individuals should submit any request to exercise these rights to the DPO. If staff receive such a request, they must immediately forward it to the DPO.

