

WORK WITH THE CBSO

HR MANAGER



HR MANAGER

The CBSO seeking a standalone HR Manager to manage the HR function.

The HR Manager provides a full generalist service to CBSO managers and employees; maintaining and leading on policies and procedures, advising managers and board members on all aspects of the employee lifecycle and implementing HR systems and strategies.

To be successful in this role, you should be extremely well-organised, be approachable and communicative, be confident in your knowledge of HR best practice and be able to act without guidance.

HOURS: 35 hours per week

HOLIDAYS: 25 Days plus bank holidays

LOCATION: Birmingham/ hybrid

REPORTING TO: Chief Executive

SALARY: Circa £42,000 per annum

ABOUT THE CBSO

[The City of Birmingham Symphony Orchestra](#) (CBSO) is an internationally celebrated symphony orchestra, at home in Birmingham. A family of 90 incredible musicians, led by Music Director Kazuki Yamada, proud to make exciting musical experiences that matter.

Resident at Symphony Hall, the orchestra performs over 150 concerts each year in Birmingham, the UK and around the world, with music that ranges classics to contemporary, soundtracks to symphonies, and everything in between. For more than 100 years, it has been involved in every aspect of music-making in the Midlands, and through its wide-reaching community and education projects, and family of choruses and youth ensembles, this continues to grow. Helping to build a life-long love of music for audiences, communities and musicians across Birmingham, the West Midlands and beyond.

OUR COMMITMENT TO EQUALITY AND DIVERSITY:

The CBSO is an equal opportunity organisation: we value diversity in our organisation and welcome applications from everyone. We consistently monitor our recruitment process to ensure that individuals are selected based on their relevant merits and abilities and receive equal treatment.

You will be welcomed at the CBSO and will find an inclusive environment where different views and experiences are valued, and everyone is able to be themselves. We recognise and understand the importance of diversity and inclusion and want our organisation to be representative of the audiences, people, and communities we serve.

KEY RESPONSIBILITIES

- To provide an effective, prompt and accurate human resources advisory service (liaising with external advisers as required) to the Senior Management Team (SMT), Section Leaders within the Orchestra and other line managers.
- To act as the first point of contact for all managers and employees on all HR related matters.
- To understand and keep up to date with the Company's terms and conditions, HR policies/procedures and staff handbooks, ensuring these are in line with relevant employment legislation and accepted best practice.

Recruitment, Selection & Induction

- To promote and ensure all recruitment and selection processes are undertaken in line with the Company's guidelines and statutory obligations.
- To manage the recruitment process from start to finish, attending at least 1 round of interviews for each position.
- To monitor the recruitment process for equal opportunity and recruitment effectiveness.

- To advise recruiting managers on different selection techniques and provide guidance on choosing the most appropriate.
- To ensure a cost-effective recruitment service by maintaining relationships with key agencies / other organisations and monitoring the Company's spending levels in this budget area.
- To maintain an induction programme for new starters and work with managers to ensure that all new starters are effectively introduced and supported into the organisation.

Employee Relations

- To advise, support and guide managers in the management of their employees including performance issues, disciplinary, grievance and sickness cases.
- To be responsible for progressing and resolving complex case management/issues with senior managers, working with Board / SMT/ advisers through the appropriate Company procedures as necessary.
- To ensure at all times that managers are fully briefed on the Company's protocol / policy / practice and the legal requirements, providing training as required.
- To promote a positive and constructive employee relations culture throughout the Company.
- To manage the employee survey process.

Policies and Guidelines / Employment Legislation

- To provide an advisory service on a daily basis to managers and staff on issues relating to Terms and Conditions of Employment, legislation and professional issues.
- To lead the development, implementation and training of policies and guidelines, thus enabling managers to manage their teams effectively.
- To keep a library of version-controlled policies within the HR department and ensure these are available on the Company SharePoint.

Training & Development

- To manage the appraisal process across the company to ensure that appraisals are completed in a timely and consistent manner.
- To review completed forms and prepare an annual training plan for approval by SMT.
- To manage the delivery of any agreed training / development programmes including monitoring of costs and employee attendance / feedback.
- Work closely with the Benevolent Fund to manage and report on the CBSO Fitness to Work Scheme and other wellbeing development areas.

Administrative Duties

- To maintain and update employee personnel records using the company's chosen HR system- currently ADP iHCM.
- To maintain the Company's records in respect of
 - Absence (including sickness)

- Holidays
- Equal Opportunities
- Starters / Leavers
- Training / Development Needs
- Other job related information
- To prepare, and develop, reports on employee-related data to assist with the management and development of staff.
- To manage the administration of new starters and leavers including all offer documentation and pre-employment checks, and ensuring that induction processes, probation reviews and exit interviews are conducted.
- To liaise with Payroll to ensure staff are paid correctly, performing audit checks on salary records as required. To manage the annual salary review process including benchmarking of jobs where appropriate.
- To provide a pension administration service, liaising with Director of Finance & Resources / external advisers & pension providers as required.

General & Compliance

- To keep up to date with relevant HR, employment, legal and best practice developments.
- To be an active part of the H&S committee and ensure compliance with business protocols
- To undertake additional duties as and when the needs of the business requires it, at the direction of the Chief Executive.

PERSON SPECIFICATION

Essential

- A credible professional able to build and maintain constructive relationships with Senior Managers and Section Leaders on a peer to peer basis.
- CIPD qualification or equivalent / part qualified with relevant experience.
- Extensive experience of working within an HR department and of providing advice and other HR services to senior managers on a broad range of generalist HR matters.
- Experience of leading and advising on employee engagement.
- A thorough understanding of the role of the line manager and the typical challenges faced on a day to day basis.
- Able to plan, manage, implement and deliver HR projects.
- Excellent verbal and written communication skills.
- Able to influence and negotiate diplomatically and effectively with a wide range of stakeholders.
- Good organisation skills, including ability to manage time and prioritise effectively.
- Strong IT skills, particularly experience of using Microsoft Word and Excel packages.
- A thorough understanding of equality principles and employment legislation and the ability to provide clear, unambiguous advice to managers in these areas.

Desirable

- An interest in music and experience of working within an arts/ other charity.
- Able to deliver training on a one to one or small group basis.
- Experience of working with HR packages (experience of ADP would be an advantage)/databases to deliver an effective administrative and reporting service.

HOW TO APPLY

To apply for the HR Manager Role please send a CV and a supporting statement of no more than two pages of A4 to Hollie Dunster, HR Manager at hdunster@cbso.co.uk

We ask that you complete the equal opportunities information online when you submit your application. The information collected will be treated as confidential and used for to help the CBSO improve its approach to becoming a more diverse and inclusive organisation. It will not be treated as part of your application.

Finally, please ensure that you have included your contact number and email address, as well as any dates when you will not be available or might have difficulty with the indicative interview timetable.

RECRUITMENT TIMETABLE:

Application deadline: **9am, 8th October 2026**

Interviews: **Week Commencing 12th October 2026**

If you wish to have an informal discussion about this role, please contact Hollie Dunster, HR Manager on hdunster@cbso.co.uk