

LW ENTERTAINMENT

JOB DESCRIPTION

Date:	July 2026
Job Title:	Head of People
Department:	People & Culture
Contract:	Full time, permanent
Reports to:	Group People Director with dotted line to COO / General Counsel

JOB SUMMARY

LW Entertainment (LWE) is an entertainment company with musical theatre at its heart.

Founded in 1977, we exist to represent, manage, and licence the work of the most commercially successful composer of all time, Andrew Lloyd Webber. We oversee the portfolio of brands under Andrew Lloyd Webber (ALW) Musicals and collaborate with best-in-class partners to extend into traditional and non-traditional entertainment mediums, reaching existing and new audiences all around the world.

The People & Culture team works to foster a positive and inclusive environment that empowers colleagues to reach their full potential. Their role encompasses supporting current and prospective team members at each stage of their journey with LW Entertainment, from recruitment and onboarding through professional development and career progression.

The Head of People will lead the delivery of the People agenda at LWE. They are responsible for driving initiatives that attract, engage, develop and retain great people. They will also act as a trusted partner to leaders and colleagues, providing effective management and guidance across all aspects of the employee experience. This role has one direct report, the Office Manager and one dotted line report, the Paralegal, and will collaborate with colleagues in the LW Theatres People team.

MAIN RESPONSIBILITIES

People & Culture:

- Champion and embed the LWE mission and values; ensuring they are reflected in strategic plans, everyday decision making, policies and people processes.
- Partner with people leaders and managers in creating a supportive and healthy working environment and make a positive impact on the well-being of all colleagues.
- In partnership with the Group People Director, develop and deliver people strategies and initiatives to drive success and foster a positive culture across the business, collaborating with the LW Theatres People team where appropriate.
- Identify training needs and manage the rollout of learning & development programmes as agreed with the Group People Director.
- Lead the quarterly performance check-in processes, ensuring they align with the Company's aims and values, ensuring colleagues at all levels are appropriately trained and engaged with the process.
- Partner with the Leadership team and Group People Director to plan for and manage change initiatives.
- Champion and support equality, diversity and inclusion throughout the employee lifecycle.
- Lead the development, roll out and engagement plans of employee surveys and feedback, using data and analysis to inform and advise on Company decisions.

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- Partner with leaders to ensure the resolution of conflicts to maintain a harmonious work environment.
- Lead projects to refine processes in line with our Company mission to elevate how we lead our people.
- Partner with the Group People Director and Business Leads to develop strategy to support early careers development, identifying opportunities to support work experience and/or internships.

People Operations:

- Partner with leaders in undertaking workforce planning, job design and recruitment processes.
- Manage the onboarding and offboarding processes: induction, conducting right to work checks, tracking probation periods, leaver forms.
- Manage and control People files and colleague contact lists to ensure they are kept up to date and manage and foster a high level of confidentiality through considered and clear process.
- Monitor and update all employee records, ensuring compliance with GDPR, providing reports to the Leadership as and when requested.
- Monitor all maternity, paternity requests, absence and sickness, providing reports to the Leadership team as and when requested.
- Lead employee relations processes; minimising business risk by ensuring best practice is followed in accordance with all relevant guidance and legislation. This will include; performance management & capability, disciplinary & grievance matters, sickness absence, restructures and any other relevant processes. Taking direction from, and escalating matters to the Group People Director as appropriate.
- With support from the Paralegal, drafting and issuing employment and consultancy offer letters/contracts/settlement agreements, ensuring these comply with IR35 and all relevant employment legislation.
- With support from the Paralegal, drafting and issuing any letters confirming agreed changes to employment and consultancy terms & conditions.
- Collating monthly payroll data and reviewing monthly payroll alongside the Financial Controller.
- Reviewing, managing and administering the Company's employee benefits, with appropriate support from the Paralegal.
- Ensuring Company policies and procedures are current and compliant with UK legislation and guidance, ensuring they are available to LW colleagues.
- Maintaining an up to date knowledge of relevant employment legislation and ensuring leadership are briefed on any relevant changes in legislation, and Company processes and policies are updated accordingly.
- Management and administration of the annual discretionary bonus scheme and pay review processes.
- Management and administration of all aspects of our People Platform, provided by UKG, in collaboration with the Technology team and LW Theatres People team colleagues.
- Supporting Leadership with any other general employment matters.

Office Management:

- Provide support, direction and guidance to the Office Manager / Receptionist; ensuring there is appropriate cover in place during their absences.
- Provide direction to the Paralegal regarding any People administrative tasks required of them.

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- Through management of the Office Manager, ensure the office is running effectively, efficiently with the highest levels of H&S compliance and customer service.

SKILLS AND EXPERIENCE

- CIPD qualification, or equivalent professional experience, with a strong understanding of relevant employment legislation.
- Confident drafting, reviewing and advising on employment-related documentation, including contracts, policies, procedures, formal correspondence and employee relations materials.
- Strong employee relations experience, with the judgement to handle complex, sensitive and confidential matters with discretion, fairness and professionalism.
- Excellent communication and influencing skills, with the ability to build trust and credibility with colleagues, senior leadership and external partners.
- A proactive, solutions-focused approach, with the confidence to challenge constructively and support managers in making fair, commercially informed people decisions.
- Highly organised and able to manage multiple priorities, deadlines and employee matters simultaneously in a busy, operational environment.
- Strong attention to detail, sound judgement and a good level of numeracy, with the ability to interpret people data and use insight to inform decisions.
- Comfortable working autonomously while also collaborating closely with colleagues across other areas of the business.
- Good working knowledge of Microsoft Office and People systems.
- A genuine interest in entertainment, live performance, theatre or the wider creative industries would be desirable.