

## HEAD OF PEOPLE (FRACTIONAL)

JOB DESCRIPTION

August 2024

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### BACKGROUND & HISTORY OF THE PLAYHOUSE

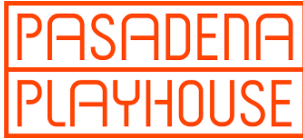
One of the oldest and most prestigious theaters in the country, Pasadena Playhouse has been at the vanguard of theater for more than a century.

Founded in 1917 by theater impresario Gilmor Brown, the Playhouse was built by and for the community, beginning with Brown's unprecedented innovation at the time to build the campus with funds raised from more than 1,000 local citizens. Less than a decade after inception, Brown launched the pioneering School for Theater Arts, a training ground for actors and theatermakers that came to be known as the 'Julliard of the West' and included notable alumni such as Gene Hackman, Dustin Hoffman and Sally Struthers. These community innovations have always been part of the Playhouse's DNA and, if this current generation of the Playhouse team can execute its long-term strategic plan, will be part of the Playhouse for its next century.

In 2016 Danny Feldman became the theater's Producing Artistic Director and within seven years (and a pandemic) turned the Playhouse into [the best theater in Los Angeles](#) and earned it the 2023 Regional Theater Tony Award. During that time, he has served as both artistic director and managing director (another innovation in the performing arts), and was recently named by the LA Times as [one of L.A.'s 101 most influential people and "the man who saved L.A. theater."](#)

Under Danny Feldman's leadership, Pasadena Playhouse continues to thrive and build on its legacy, which includes premiering works from Tennessee Williams to Eugene O'Neil, showcasing playwrights like Suzan Lori Parks and Martyna Majok, and more recently producing large-scale, Broadway-caliber musicals (Ragtime, Stephen Sondheim, Jelly's Last Jam) in its intimate, historically landmarked home.

While always keeping an eye on its history, the Playhouse is now a modern, innovative performing arts organization, and by focusing on the creation of great productions, the expansion of educational and outreach programs, the development of new plays, the creation of innovative programs, and stewarding the best theater team in the country, the Playhouse will continue to be at the forefront of regional theater for its next 100 years.



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### MISSION & VALUES

Pasadena Playhouse makes theater for everyone. As the official State Theater of California, the Playhouse's mission is to enrich people's lives through theater, programs and events in order to reflect its local and state-wide communities. With the productions and programs centered on its founding idea of being a living force in the community, the Playhouse understands the gravity of its responsibility to represent California's diverse population and their stories, and programs each season with this at the forefront of its decision making.

The Playhouse's core values include innovation, connecting people, playfulness and the reach for the extraordinary.

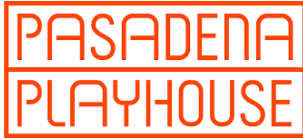
### POSITION & RESPONSIBILITIES

Pasadena Playhouse is looking for an innovative and fractional Head of People (HOP) to build a meaningful, equitable work environment for a growing team here at the State Theater of California. The HOP is a brand new position at the Playhouse (and a relatively unique move within the regional theater industry) and is emblematic of the Playhouse's commitment to DEI and to its people.

This is an exciting opportunity for a builder and thought leader to help define the theater's culture as the Playhouse enters a new phase of growth. The HOP will work very closely with the Chief of Staff, the Producing Artistic Director and other members of leadership including Trustees and other volunteers who are experts in the field, to craft and implement a clear and cohesive organizational culture so that every team member is engaged and accomplishing their most extraordinary work.

The HOP is an exempt position that will report to the Chief of Staff.

The degree of fractionality will depend on the candidate's experience. The position is flexible and the HOP's time may even fluctuate over the season, depending on a number of factors that could include the size of productions, the evolving department structure, and/or candidate preference. The Playhouse sees this role as having a strong presence in the office, especially during the first three to six months of onboarding.



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## Responsibilities:

- **Build Culture**
  - Work with the Producing Artistic Director and Chief of Staff to translate organizational 'pillars' into culture. Lead by example and champion DEI initiatives intended to align work environment with pillars and objectives.
  - Audit existing culture and people practices, and articulate a strategic DEI vision beginning with the permanent staff. Develop and implement plan across departments with consistency and equity, translating organizational priorities into department, team and individual priorities.
  - Help manage the Board of Trustees DEI committee and other ERGs.
  - Find solutions to improve intra- and inter-department performance.
  - Help build HR oversight of the production community, establishing best practices and expanding the Playhouse's reputation as an artist-centric company.
  - Eventually incorporate DEI strategy into production and other external communities, including potentially audiences, the donor community, etc.
  
- **Cultivate and Steward Talent**
  - Employ data-driven strategies to increase engagement and retention.
  - Develop a company-wide system of career roadmapping for all team members, incorporating innovative professional development opportunities.
  - Update the Playhouse's performance management system to align with the Playhouse's overall values, career roadmapping and departmental needs.
  - Work with leadership to understand and define the Playhouse's talent strategy, particularly around recruiting priorities, succession planning and implementing best practice interview and hiring processes.
  - Overhaul and innovate on the Playhouse's employee benefits in order to be an industry leader.
  - Build the best onboarding process in nonprofits.
  
- **Employee Relations**
  - Lead policy development and decision-making around conflicts, disputes, discipline and investigations.
  - Serve as the expert and sounding board, providing advice, counsel and support to team members on HR best practices, policies, promotions and discipline.
  - Collaborate with Playhouse leadership to design organizational structure and oversee management of roles and job descriptions.
  - Research and design an equitable compensation structure, including titles, bands and benefits.



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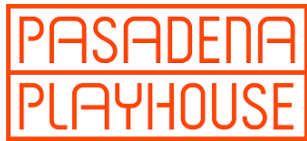
- Administration of HR
  - Stay up to date and ensure compliance with state and federal requirements, labor laws and safety regulations.
  - Manage employee handbook and all personnel files.
  - Manage workers compensation program and act as the main point of contact.
  - Conduct exit interviews and build the best offboarding process in regional theater.
  - Respond to subpoena requests and payroll verifications.

#### **Qualifications/Experience:**

- 5-7 years experience in people/talent operations or management.
- Deep experience managing and leading DEI initiatives and acting as a change agent embedding programming into culture.
- Proven track record of building and/or improving organizational culture, policies and systems, with the ability to both set vision and execute.
- Experience in the performing arts and with actors unions is a significant plus.
- Demonstrated success mediating/resolving complex employee relations while exercising outstanding judgment and discretion.
- HR certifications preferred.
- Proficiency in G-Suites and Microsoft applications.

#### **Competencies:**

- Reaches for the extraordinary.
- Innovation.
- Prefers building and improving, rather than the status quo.
- Kaizen and growth mindsets.
- Highly proactive.
- Collaborative style.
- Strives for consensus.



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### **WORKING CONDITIONS**

The Head of People is an in-office position in Pasadena, with some flexibility around remote time. Must be available and on-call for the occasional, urgent HR issue.

There are no major sources of discomfort in the office and the Playhouse is a standard environment with regular exposure to screens. The noise level in the work environment is usually quiet. Reasonable accommodations may be made to enable individuals with disabilities to perform core functions. The HOP is occasionally required to lift or move up to 15 pounds.

The Playhouse maintains a positive environment for employees and is an Equal Opportunity Employer.

### **COMPENSATION**

The salary for this position is \$75,000 and the benefits package includes medical, dental, life insurance coverage, vision, PTO and a 403(b) plan.

How fractional this position will be will depend on the candidate's experience, qualifications and efficiency.

### **HOW TO APPLY**

Research shows that members of underrepresented groups often apply to jobs only if they meet 100% of the qualifications. The Playhouse recognizes very few individuals ever meet 100% of the qualifications for any given role; therefore it encourages candidates with some or most of the qualifications to apply.

Please email a cover letter and resume in one PDF (other file formats will not be opened) to [jobs@pasadenaplayhouse.org](mailto:jobs@pasadenaplayhouse.org) with "HOP" in the subject line.