



## JOB DESCRIPTION

**Post:** HR Officer

**Department:** People Department, Tate Eats & Tate Commerce

**Reporting to:** Heads of HR

**The Company:** ***Tate Enterprises Limited (TEL)** is a wholly owned subsidiary of Tate through which we operate our highly successful trading activities. TEL shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern, and contemporary art. TEL consists of Tate Commerce and Tate Eats.*

***Tate Commerce** is an omnichannel trading organisation, covering Publishing, Retail, Merchandise, Brand and Image Licensing, Finance and Operations. Tate Commerce seeks to extend the visitor journey beyond the galleries while maximising revenue and visitor satisfaction, working closely with the wider Trading and Front of House teams to deliver an outstanding experience to all of Tate's visitors.*

***Tate Eats** is unique in the sector, running our restaurants, cafés and bars and delivering a vast range of events from premiers to boardroom lunches. Eats has a pioneering roastery, setting the agency on gender equality in the coffee supply chain, brewing beer and blending gin, creating teas, all alongside a multi-award-winning wine programme. We research and write menus in response to Tate's diverse programme and collaborate with artists and curators.*



### **The Disability Confident Scheme**

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

**About the role:** Support the Heads of HR and HR Advisors to fulfil the People Team mission statement and service standards; providing an excellent support service for Tate Eats and Tate Commerce, dealing with all staffing matters from recruitment through the entire life cycle of employment.



## Main duties and responsibilities

- Be the first point of contact for supervisors and managers regarding personnel files and paperwork.
- Manage all employee data electronically on the HR information system and in personnel files.
- Support the HR Assistants in preparing contractual and legally required documentation, (Offer letters, terms & conditions documents, change of details and probation extension letters) and ensure these are returned signed.
- Keep an audit spreadsheet for each department on data requirements and chase line managers for any outstanding paperwork.
- Arrange 1-2-1's where necessary with department managers to provide guidance and support on employee matters.
- Check payroll forms for accuracy and follow up on any missing information with the relevant line manager and deliver these to the Finance Departments on a weekly and monthly basis.
- Ensure all payroll changes are updated on the HR information System.
- Prepare confirmation of employment letters as requested (confirmation of employment, bank letters etc).
- Support the HR Assistants in sending visa renewal reminder to staff and their line managers, copying in the appropriate Head of HR. Reminders to be sent at least one month prior to the visa expiry date.
- Manage employee holiday entitlements and update HR System if required, compiling holiday reports as requested by managers, and preparing the holiday carryover report for Finance on an annual basis.
- Ensure a copy of each performance review is signed and saved electronically.
- File copies of disciplinary paperwork in employee's personnel file and upload a copy to the HR system.
- Support the HR Assistants in running a report showing all end of fixed term contracts that are coming up in the following month and update the department managers.
- Send out the exit interview survey to all leavers and distribute completed forms to managers. If requested, organise and conduct face to face exit interviews. Report any issues raised to Heads of HR.
- Take meeting notes at any formal hearings or investigation meetings as required.
- Lead on cases of staff welfare, punctuality and absence management, as requested by Head of HR.
- Conduct maternity risk assessments promptly when informed of staff pregnancy.
- Support HR team with any ad-hoc projects including collating data for annual Gender Pay Gap and Workforce Profile reports.



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## HR System Administration

- HR system administration (new records, giving new managers access to HR systems, training etc.)
- Manage holiday entitlements.
- Input all disciplinary records on the HR system.
- Ensure all personal and employment details are entered and updated accurately.

## Training

- Assist in the delivery of training as required.
- Collate training requests from performance reviews on a bi-annual basis.
- Train managers on HR processes and systems.

## Benefits Administration

- Update employee list, removing any leavers and adding any new starters on a monthly basis and send to the HR Systems Manager.
- Update and upload childcare vouchers lists on a monthly basis.
- Support the HR Assistants in the administration of requests and distribution of the ICOM cards.
- Administer requests for eye care vouchers and order new vouchers when required.
- Process cycle scheme requests and ensure all invoices are processed in a timely manner.
- Process BUPA Dental starters and leavers on a monthly basis.

## Recruitment

- Provide an excellent service to the Recruiting Managers with all activities relating to recruitment by being able to navigate around the e-recruitment system, assist with queries and extract information (check interview schedules, etc.)
- Keep accurate records of all recruitment data to report statistics on all recruitment activity.
- Be responsible for advertising our vacancies on various job boards and websites, including liaising with external providers and account managers in order to buy credit packages to post our vacancies.
- Publish the Recruitment Schedule regularly, ensure all vacancies are advertised internally.
- Support the HR Assistants in conducting pre-employment checks as required by the HMG Baseline Personnel Security Standard (BPSS). Ensure to obtain



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evidence of a full three-year history (without any gaps in the dates), referees' contact details and verification of activities (employment, education, unemployment, etc.).

- Be responsible for monitoring the progress of these pre-employment checks for all new starters and aim to complete this verification within the first 12 weeks of employment. In cases of checks not being completed within the first 12 weeks, with approval from the Head of HR, instruct managers to extend the probationary period or terminate the employee's employment (with at least one weeks' notice).

## Teamwork

- Working as a team with all members of the People department, supporting and helping each other to live by our departmental mission statement, continuously working towards our departmental objectives and striving to achieve the agreed service standards.
- Working with all the operational managers, it is essential to build a good working relationship with all line managers, establishing trust and credibility between the People department and all other areas of the business.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role; recruitment is an essential part of our diversity and inclusion activity.

## Person Specification

### Skills, Experience and Competences

#### Essential:

- Experience gained in a generalist HR role with strong administrative skills
- Strong IT skills especially with the Microsoft Office suite and experience of an HR Information System
- A keen interest and up to date knowledge of HR best practice and employment law.
- Organised and able to prioritise effectively.
- Self-motivated with the ability to work independently and as part of a team.



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- The capacity to ensure a high degree of accuracy and quality, whilst adhering to existing procedures.
- Demonstrated ability to maintain discretion and exercise strict confidentiality.
- Demonstrates flexibility in approach to the job to ensure that duties are properly performed and to meet the operational demands of the business.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Is passionate about own contribution to Tate Commerce and Tate Eats, as well as the wider aims of Tate.
- Promotes Tate's Dignity and Respect policy in all of their activities.
- Participates positively and fully in the team.
- Able to engage with people from all levels and backgrounds.
- Has a 'can-do' attitude and shows initiative.
- Demonstrates a positive attitude towards change and new ideas.
- Is self-aware and demonstrates continuous professional development.

#### **Desirable:**

- CIPD qualified or equivalent or working towards



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