



Post: Visitor Experience Manager
Reference: TG2272
Band: 4L
Department: Visitor Experience and Operations, Audiences
Contract: Permanent
Hours: Full-time, working on a 7-day rota
Reporting to: Senior Visitor Experience Manager
Responsible for: Visitor Assistants
Location: Millbank and Bankside, London

Background

Tate's vision is to serve as artistically adventurous and culturally inclusive art museums for the UK and the world. We deliver this through activities in our four galleries across the UK (Tate Liverpool, Tate St Ives, Tate Britain and Tate Modern), our digital platforms and collaborations with our national and international partners. At the heart of Tate is our collection of art, which includes British art from the 16th century to the present day, and international modern art from 1900 to the present day.

As part of this mission the role of the Visitor Experience department is to enable all visitors to explore, experience and enjoy our galleries. Over the next few years we will be developing how we engage with our visitors more fully, with a focus on three key areas:

- Customer service; ensuring an active welcome and acknowledgement of visitors and consistently high levels of engagement between staff and visitors
- Staff knowledge and expertise; building knowledge and understanding of all Tate has to offer and the ability to convey this effectively
- Income generation; the active promotion of ticket sales, Membership, donations and spend in Tate's shops and catering outlets

As part of this work we recently developed a set of Visitor Engagement Values:

- Individuals working together
- Always curious: building and sharing our knowledge
- Imaginative and creative
- Generous in spirit
- Trusted to take ownership

You can find further information about Tate on our website: www.tate.org.uk

Purpose of the Job

To lead and motivate Tate's front of house teams to create an experience for our visitors which is welcoming and enables them to get the most out of their visit.

Main Activities/Responsibilities

- Lead and motivate visitor-facing teams (visitor assistants, security, housekeeping and volunteers) to ensure the delivery of high standards of visitor and artwork care, safety, security, building presentation and housekeeping.
- Work collaboratively with other members of the Visitor Experience team and other Tate departments providing front of house services (including particularly catering, retail, membership and ticketing) to ensure a consistent and seamless service is provided to our visitors.
- Work with other Tate departments organising activities in the galleries to ensure that their needs are met.
- Engage with visitors, answering their questions, enhancing their engagement, knowledge and understanding of Tate's collections; displays; physical and online resources.
- Respond to complaints, taking prompt and appropriate action to resolve any issues.
- Manage gallery events.
- Act as Duty Manager on a rota basis. This involves taking overall responsibility for all aspects of public and asset safety and security and visitor care during opening hours and taking management control of building/site-wide incidents and emergencies.
- Support the Duty Manager in dealing with any emergencies, security incidents or accidents that may occur ensuring that correct procedures are followed.
- Ensure the safety and security of visitors, staff and works of art through the implementation of agreed health, safety and security procedures and by overseeing the operational performance of the Security Officers
- Have line management responsibility for a dedicated team of Visitor Assistants, including being responsible for the recruitment and selection, induction, attendance and performance management of your team.
- Coach and develop your team to ensure their skills and knowledge of Tate activities is up-to-date.
- Lead team meetings as required and ensure effective communication channels exist for notifying changes and developments to your own team and the wider team.
- Deliver induction and training sessions to front of house staff.
- Manage the roster for Visitor Assistants.
- Be responsible for supervising the switching on and off audio-visual displays.
- Contribute to the review and updating of standard operating procedures as required.
- Work with the Senior Visitor Experience Manager and Head of Visitor Experience to develop projects that will build on and enhance the visitor experience.
- Carry out any other duties as directed by the Senior Visitor Experience Manager or Head of Visitor Experience as required, providing cover for them as necessary.

Person Specification

Essential

- Passionate about offering outstanding customer care with previous management experience in a front of house role in a visitor attraction or similar environment.
- Experience in a line management role, with a proven ability to lead, motivate and develop a team.
- A track record of working collaboratively as part of a team to deliver a high-quality visitor service in a fast paced, public facing environment.

- Experience and an understanding of Health and Safety and security standards as they affect a large public venue.
- Excellent written communication and interpersonal skills with the ability to deal effectively and confidently at all levels, internally across departments and with external contacts.
- Highly organised with the ability to prioritise, co-ordinate and delegate tasks in order to meet deadlines while staying calm under pressure.
- Computer literacy – knowledge of Windows-based applications, able to use word-processing, database, spreadsheet, Internet and email applications.
- Able to handle customer complaints with ease and authority with the ability to assess situations using discretion and judgement to find solutions to problems.
- A proactive approach to promoting the principles and equality and diversity in relation to visitors' needs.
- An interest in and commitment to the work of Tate.

Desirable

- Command of another European language (including British Sign Language).

Pay and Benefits

Type of Contract

This appointment is offered on a permanent contract.

Working Hours

The working hours for this post are 36 hours per week worked over 5 days per week, Monday to Sunday, with two rostered rest days each week.

Both Tate Modern and Tate Britain open from 10 am to 6 pm daily. In addition, Tate Modern opens late on Friday and Saturday until 10 pm and Tate Britain opens until 10 pm on the first Friday of each month.

The nature of the role will require some out of hours working to cover early morning and evening events.

Any hours worked over 36 hours per week will attract either time off in lieu or an overtime payment.

Place of Work

You will work as part of Tate's new cross-site Visitor Experience team and will be required to work at both Tate Britain and Tate Modern dependant on the rota and staffing needs.

Salary

This post is graded on Band 4L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £25,774 per annum.

In addition, this post will attract a market rate allowance of £2,500 per annum.

A review of pay is undertaken annually at Tate through negotiation with the recognised trade unions. Any increases to individual salaries, will be subject to the terms of Tate's annual pay settlement and will be applied from 1 April.

Annual Leave and Public Holidays

Annual leave is 25 working days per annum rising to 27 working days per annum after three years' service. In addition, we offer paid time off for the 8 public holidays and 1 Tate day (on 24 December when the galleries are closed).

Pension Benefits

An important part of the pay and reward package Tate offers employees is the option to join the Civil Service Pension arrangements. These arrangements currently offer a choice of two types of pension:

- **Alpha.** This is a defined benefit occupational pension scheme that currently has a member contribution rate which ranges from 4.6%-8.05% dependent on your salary. As your employer we meet the rest of the cost of the scheme. Further information about this can be found at www.civilservicepensionscheme.org.uk
- **Partnership** pension account. This is a stakeholder pension with a contribution from ourselves. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

If you have previously worked for an employer who participated in the Civil Service Pension scheme or other Public Service pension schemes different conditions may apply.

Other Discretionary Benefits

- Interest-free Season Ticket Loan.
- Cycle to Work scheme – enabling you to buy a bike in a tax efficient way, for travelling to and from work.
- Rental deposit scheme – an interest free advance to help towards the cost of a deposit for privately rented accommodation
- Subsidised staff catering arrangements and discounts in the Tate Restaurants and Cafes.
- Access to Tate Benefits which offers access to discounts in high street stores.
- Access to a 24/7 Employee Assistance Programme to support you with any work, personal or family issues. This includes telephone-based support, as well as comprehensive online resources.
- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out-of-hours.
- Discounts on items purchased in the Tate shops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

Safer Recruitment

Tate is committed to providing a safe environment for all those who work at Tate and all those who come into contact with Tate as visitors to the galleries, as participants in Tate activities, and online. The safe recruitment of all those who undertake work on behalf of Tate is the first step to ensuring that we are fulfilling this commitment.

All positions at Tate are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 years of your employment or education.
- Health clearance.
- A satisfactory Disclosure Check.
- Proof that you are legally entitled to work in the UK.

You can find out more information about our pre-employment checks and what they mean for you in our 'Guidance Notes for Applicants' document.

Diversity and Inclusion

Our aim is to become a truly inclusive organisation with a workforce and audience as diverse as the communities we serve. This is fundamental to Tate's future success and our ability to continue to contribute to culture and society in the UK.

We want our workforce to be more representative of all sections of society at all levels in the organisation. The range of perspectives and experience diversity brings is an asset to our organisation and we want to create an inclusive, welcoming environment for visitors, artists and all those who work at Tate. Tate expects all employees to contribute to this aim as part of their role. More information about diversity and inclusion at Tate can be found on our [website](#).

How to apply

Our opportunities are open for you to apply online. Please visit: www.tate.org.uk/about/workingattate/ to create an account by registering your details or, if you are an existing user, log into your account. For all opportunities we ask candidates to complete an online application form for the vacancy they are interested in. If you need an application form in an alternative format, please call us on 020 7887 4997. Once you have submitted your application you can keep track of its progress by logging into your account.

The closing date for the submission of completed application forms is **Sunday 24 March 2019 at midnight**.

The interview process will begin with an **assessment** which will be held on **1, 2 and 4 April 2019**.

Following the assessment stage, successful candidates will be invited for an **interview** on **8 or 9 April 2019**. If you are not able to attend on one of the dates above, please indicate it in your application form.

Our jobs are like our galleries, open to all.

