



Post: Visitor Experience Administrator
Reference: TG2059
Band: 5R
Department: Visitor Experience
Contract: Permanent
Hours: Full-time
Reporting to: Senior Visitor Experience Manager
Location: St Ives, Cornwall

Background

Tate aims to be the most artistically adventurous and culturally inclusive global art museum. We deliver this aim 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.

The Visitor Experience team is responsible for front of house functions at Tate St Ives and its aim is to deliver an exceptional service in a welcoming and informative environment. The team works proactively to enable all visitors to explore, engage with and enjoy our galleries. They also ensure the safety of the art we show.

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

Purpose of the Job

To provide effective and efficient administrative support to the Visitor Experience team.

Main Activities/Responsibilities

Visitor Experience Staffing

- Oversee the administration of all aspects of developing the gallery rota, including negotiating with staff to ensure operational and Business needs are met and the effectiveness of the rota is maximised.
- Follow guidelines relating to the deployment of casual workers, arrange cover to fill any gaps on the roster as agreed by the Senior Visitor Experience Manager.
- Coordinate the Duty Manager rota, arranging cover as agreed with Senior Visitor Experience Manager and Visitor Experience Managers.
- Manage the annual leave, attendance, sickness absence and overtime records for the Visitor Experience department and ensure information is forwarded to Human Resources as required and line managers are promptly notified of staff absences.

- Assess any overtime requirement and allocate it fairly and appropriately, ensuring accurate records are kept and all staff are kept informed of overtime offered. Look to improve systems and practices.
- Ensure that the monthly overtime payments for Visitor Experience and Operations staff are completed accurately, authorised by the Senior Visitor Experience Manager and the Buildings Manager and forwarded to payroll in London promptly.
- Maintain lists of current casual Ticketing and Gallery Assistants and ensure the details are up to date and accurate and that data storage is compliant.
- Support staff and volunteers in processing their expenses.

Administrative Support

- Liaise with the Visitor Experience Managers to ensure that systems and processes are in place to enable the smooth running of the department.
- Use Unit 4 to process invoices, keeping accurate records of commitment and expenditure and supporting the quarterly re-forecasting and annual budget-setting processes.
- Ensure visitor comments are collated and directed to relevant colleagues to provide a response.
- Reply to frequently asked questions and comments from visitors using standard letters.
- Collate information from the Visitor Experience Managers on staffing requirements for events and activities and ensure rota supports operational requirements.
- Undertake departmental filing and ensure that records are accurately maintained.
- Support the Head of Business and Operations, Senior Visitor Experience Manager and Visitor Experience Managers to schedule meetings, prepare agendas, book meeting rooms and take minutes as required and distribute them accordingly.
- Ensure sufficient supplies of stationery for the gallery and order new stock as required.
- Ensure the Post room is managed effectively, trouble-shooting problems with printers and franking machine. Manage incoming and outgoing mail.
- Order staff supplies as requested by Visitor Experience Managers.
- Be part of a rota to manage incoming telephone enquiries, responding swiftly and warmly, providing accurate information and seeking to maximise opportunities for the visitor and the gallery.
- Carry out any other administrative support tasks to ensure the smooth running of the gallery, as required.

Person Specification

Essential

- Excellent administrative skills and a highly organised and flexible approach to work, including the ability to work on own initiative to prioritise a varied workload, balance competing demands and meet deadlines.
- Good keyboard skills and a high level of proficiency with MS Office packages, including working with databases, spreadsheets, mail merge.
- Experience of setting up, maintaining and improving administrative systems.
- Excellent attention to detail when dealing with data input, correspondence and numbers.
- Excellent verbal and interpersonal skills with the ability to deal effectively and confidently at all levels, internally across departments and with external contacts.
- Clear and concise written communication skills.

- Experience of working in and supporting a team.
- Proactive, positive and flexible approach.
- Able to exercise judgement and discretion when dealing with confidential or sensitive information.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- An interest in and commitment to the work of Tate.

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on a permanent contract.

Working Hours

This post is offered on a full-time contract working 36 hours per week over 5 days (days can be flexible).

Salary

This post is graded on Band 5R of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £18,902 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.
- Childcare Vouchers Scheme – offering savings on tax and national insurance.
- 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 **20 September 2018 by 17.00**.

Our jobs are like our galleries, open to all.

