



**Post:** Information Manager (Digital Communications)  
**Reference:** TG1764  
**Band:** 4L  
**Department:** Visitor Experience: Communications  
**Contract:** Fixed-term until end of August 2018  
**Hours:** Full-time  
**Reporting to:** Senior Information Manager  
**Responsible for:** Information Assistants  
**Location:** Bankside, London and Millbank, London

## **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.

As part of this vision, the Visitor Experience Team's mission is to enable every visitor to explore, experience and enjoy our galleries. Our Values that underpin how we do this are:

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

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
- Staff knowledge and expertise
- Income generation

You can find further information about Tate on our website: [www.tate.org.uk](http://www.tate.org.uk)

## **Purpose of the Job**

To use digital expertise to transform how the Visitor Experience Communication Team create and manage information at Tate. To deliver a warm and engaging welcome to visitors through a Team of Information Assistants.

## **Main Activities/Responsibilities**

### **Digital Transformation**

- Review and optimise how the Information Team creates, sources and publishes digital info for visitors and visitor-facing staff using content management tools and databases
- Develop the existing iPad internal communications resource for visitor facing teams: manage leasing arrangements; build a future proof platform for the existing iPad Hub; develop new digital resources.
- Build and develop the digital skills of the Information team to meet the needs of an increasingly digital role through devising and delivering tailored training and support.
- Introduce and set up systems to collect and collate digital visitor feedback onsite.
- Develop and improve social media monitoring and visitor feedback reporting.
- Develop and improve effective internal digital information-sharing resources
- Provide practical advice on improvements to digital systems and workflow already in place within the Visitor Experience team to improve efficiency and information sharing including rotas, our Visitor Experience intranet pages and internal SharePoint sites.
- Liaise with and support Tate's Digital team to ensure visiting information on our website and the Tate App are an integrated part of the visitor experience, including being first point of contact for the contracted onsite hand held device hire service.

### **Managing the Information Team**

- Lead a team of Information Assistants to deliver an exceptional standard of visitor care
- Work collaboratively with the Information Management team to ensure consistent and effective cross-site management of the Information team.
- Work with the cross-site Information Management and Admin team to ensure an effective rota and roster is in place to meet operational needs.
- Line manage the Information team, including being responsible for recruitment and selection, induction, attendance and performance management.

### **General**

- Work collaboratively with other members of the Visitor Experience team and other Tate departments to ensure a consistent and seamless service is provided to our visitors.
- 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.

### **Person Specification**

#### **Essential**

- Passionate about offering outstanding visitor care and able to use discretion and judgement to solve visitor facing issues with ease and authority.
- Experience of line managing a team with proven ability to lead, motivate and develop them. A track record of working through others to deliver a high quality visitor service in a fast paced, public facing environment.

- Experience of working in a digitally focussed public facing communications role. Good knowledge of web based content management systems and practical experience of implementing these.
- Experience of working with all social media platforms and using social media as a visitor feedback mechanism.
- Significant experience of initiating and implementing change in people's practices and processes.
- Excellent interpersonal skills and a strongly collaborative approach 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.
- A proactive approach to promoting the principles of equality and diversity in relation to visitors needs
- An interest in and commitment to the work of Tate.

### **Desirable**

- Experience and an understanding of Health and Safety and security standards as they affect a large public venue.
- Knowledge of another language (including British Sign Language)
- Knowledge of/interest in art.

## **Summary of Terms and Conditions of Employment**

### **Type of Contract**

This appointment is offered on a fixed-term contract until 31 August 2018.

### **Working Hours**

Your normal working week is 5 days per week, working Monday to Sunday in accordance with the Information team 7-day Rota. To meet the needs of the service you will be required to work regularly at the weekends and evenings on a rota-basis.

### **Salary**

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

An appointment to this post will be made at the bottom of the band at £25,269 per annum. In addition to your basic pay you will receive a market rate allowance of £2,500 per annum giving you a total salary of £27,769 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 and allocated on pro rata basis according to the duration of the contract.

In addition, we offer paid time off for the 8 paid public holidays and 1 Tate day (on 24 December when the galleries are closed) on a pro rata basis according to the duration of the contract.

## **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](http://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/](http://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, 14 January 2018 at midnight.**

*Our jobs are like our galleries, open to all*

