



Post: Business and Operations Manager (Tate Exchange)
Reference: TG2333
Band: 3L
Department: Learning
Contract: Permanent
Hours: Full-time
Reporting to: Head of Tate Exchange
Location: 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.

This vision is central to the Learning (London) department which aims to inspire new ways of learning with art, and specifically with Tate's collection for all our audiences. We do this by working with artists and partners to develop and produce a programme of activities, resources and events at Tate Modern and Tate Britain that have enjoyment at their heart and reflect the diversity of artistic and cultural practices, and the communities we serve. We aim to offer the highest quality programme developed by a dedicated team that has a profound understanding of both art and how to design and implement programmes that maximise learning experiences for all our visitors.

Tate Exchange is an open experiment which seeks to explore the role of art in society. It includes international artists, contributors from different fields, the public, and over 60 Associates, who work within and beyond the arts, on creating an annual themed programme of participatory artworks, workshops, activities and debates that draw directly on the different ways that art has become active over the last 60 years.

Over this time, artists have changed our understanding of what art can be and what it can do. Artists have involved the public more directly in responding and contributing to their practice and even in making work itself. Many have developed practices and processes that draw on everyday life, sometimes seeking to transform it. Similar practices and processes may also be found in other forms of social engagement and within community and educational settings.

In Tate Exchange we invite the public and associated organisations to get involved with the ways that artists work. We create a platform for people to take part in, and contribute to, experiences and ideas that makes art relevant to our lives today.

We are a team of Head of, Programme Manager, Production Manager and Production Assistants and Visitor Experience. This role works within the larger Tate Exchange team and also with team members across Learning, with Associates and with artists involved with the programme. You can find further information about Tate on our website: www.tate.org.uk

Purpose of the Job

To manage day-to-day operations of Tate Exchange with oversight across its team, and support the Head of Tate Exchange in its strategic and business development, liaising and managing relationships with internal teams and external contacts.

Main Responsibilities

Finances

- Manage financial processes and systems for Tate Exchange including all payments, budget reforecasts and Year End submissions and accruals, including monitoring accuracy of entries.
- Manage weekly, monthly and annual accounting and forecasting, including all invoicing, monitoring and tracking of the budget through commitment logs, and raising areas of concern to the attention of the Head of Tate Exchange.
- Collate and provide reliable financial information for Head of Tate Exchange and Finance team.
- Work with the Head of Tate Exchange to create financial reports for sign off by the Director of Learning and Research.
- Act as first point of contact for all financial queries within Tate Exchange, including financial systems issues.
- Provide training for new staff on financial processes and software programmes.
- Create project budgets for the Head of Tate Exchange in liaison with departmental teams and Finance department.

Team operations

- Work alongside the Head of Tate Exchange, Programme Manager and Production Manager with planning and coordinating the department's strategic and operational plans.
- Create with the Head of Tate Exchange all reporting, risk register maintenance, presentations and lecture preparation, funding submissions, business development activities, visitor tours, and ad hoc special projects.
- Act as Personal Assistant to the Head of Tate Exchange including diary management, organising travel and expenses and other general administrative assistance as required.
- Manage all general administration and record keeping including organising departmental memberships and subscriptions, maintaining staff and contact databases, monitoring annual leave, attendance, overtime and time off in lieu records, maintaining files of past exhibition information, and planning and implementing team events.
- Manage the Tate Exchange artefact acquisitions with the Head of Tate Exchange, Programme Manager and Associates.
- Identify opportunities for increased efficiencies across Tate Exchange systems and processes.
- Manage the annual programming and evaluation design and print schedule.

- Undertake meetings management for the Head of Tate Exchange, producing agendas, minutes and papers as appropriate, organising meeting rooms and venues and catering where required.
- Lead in the development and manage the maintenance of documents (using applications such as Excel, Word, PowerPoint, Outlook, InDesign) designed to streamline departmental efficiency and projects management.
- Manage and update electronic filing including maintaining permissions lists in liaison with the IS department.
- Provide support to new and existing members of the Tate Exchange team; arrange for the provision of temporary staff where needed and manage all necessary arrangements for the induction of new staff including ID cards and access to the building, set up of user accounts and arranging training in necessary systems, e.g. TESS for annual leave.
- Act as point of contact for all matters relating to Tate Exchange from internal / external sources, and coordinating incoming information and visit requests.
- Maintain office systems and equipment including ordering office furniture and hardware, coordinating maintenance and IT needs.

Programme Communications

- Manage the programme planners and communications processes for sharing programme information and data across Learning, Tate departments and Tate Exchange Associates.
- Manage the Tate Exchange AV records with the Programme and Production Managers and maintain the Image Bank and its dissemination to Tate colleagues and Associates.
- Work with Learning and Research Administrators and teams within Learning to ensure accurate upkeep of programme planners.
- Data gather, record and analyse regular and accurate audience and participation data.
- Schedule and support the logistics of meetings for the programme, e.g. Associate development sessions.
- Maintain an accessible and orderly filing system and digital and materials archiving of Tate Exchange activity for the Gallery Records and Tate Exchange research team as required.

Events

- Use the 'Rendezvous' database to manage and maintain Tate Exchange floor and room bookings in the gallery as required.
- Oversee ad hoc external small event coordination and management throughout the year with key related organisations, including sustained client contact, event memo creation and communication, facilitation and room security on the day, and catering.

Person Specification

Essential

- Experience of setting up, maintaining, improving and managing efficient administrative systems.
- Experience in budget monitoring and management through an annual budget cycle with a demonstrable commitment to getting value for money, attention to detail, and an ability to deal accurately with figures.
- Experience of supporting the delivery of medium to large scale projects.

- Excellent communication and interpersonal skills with the ability to build relationships and communicate effectively and confidently at all levels, internally across departments and with external contacts.
- Strong written communication skills with the ability to produce carefully presented and accurate work.
- Highly organised and flexible approach to work with a pro-active approach to problem solving, the ability to work on own initiative, to prioritise a varied workload and to balance competing demands and meet deadlines.
- High level of proficiency with MS Office packages including creating databases, schedules, spreadsheets, mail merge with MS Word, Excel, Outlook and Access.
- Demonstrable experience of minute taking at meetings.
- A commitment to, and understanding of, the principles of diversity and how to apply them to everything you do at work.
- Interest and commitment to the work of Tate.
- An interest in art and its history as well as the contemporary art world.
- An interest in the relationship between art and society.

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 – Monday to Friday.

Salary

This post is graded on Band 3L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £31,742 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 **Monday, 27 May 2019 by Midnight**. Interviews are expected to be held on **10th and/or 11th June**.

Our jobs are like our galleries, open to all.

