

JOB DESCRIPTION

Post: Corporate Membership & Team Administrator

Department: Tate Eats

Reporting to: Head of Business Development & Corporate Membership

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

The Department: *Tate Events is an end to end events business from venue hire through to production, food and beverage, while also managing Tate's Corporate Membership scheme. It works with a wide variety of clients from internal Tate ones to external customers who are Tate's corporate partners and members, external businesses and private individuals.*



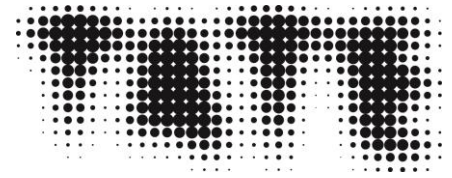
The Disability Confident Scheme

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: Managing the stewardship of Corporate Members, working with Business Development team to entice new members. This role will also administer team projects and maintain team systems.

Main Duties and responsibilities:

- To be the point of contact for new membership enquiries.
- Proactively account manage Tate's existing Corporate Members.
- Generate appropriate client documentation, relating to corporate membership, such as agreements and completing due diligence.
- Maintain the Corporate Membership digital filing systems and track benefit usage.
- Attend Membership early morning events.



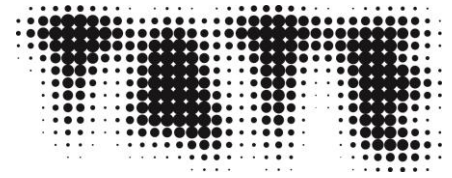
- Arrange Corporate Membership benefits including ordering and distribution of exhibition catalogues and posters, Corporate Supporter cards, and invitations such as private views.
- Organise Corporate Supporter Private Views, to include; confirming dates with the gallery team, designing and sending the invitation, monitoring corporate supporter attendance on the evening.
- Ensure Corporate Members are correctly credited on donor boards, annual report and catalogues.
- Onboard new Corporate Members
- Work with the Head of Business Development and Corporate Membership to deliver all corporate member benefits.
- Collate necessary data for membership evaluation reports.
- Communicate new, renewed and lapsed Corporate Members to wider gallery teams and ensure usage of Corporate Supporter Cards are actively reported.
- Attend networking events and trade shows as required.
- Support the Business Development team with research and cultivating contacts and leads for both corporate membership and events.
- Work with the department director on ad hoc departmental projects as necessary.
- Provide additional administrative support for the director of department when required.
- Maintain Events Team systems including Artifax

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

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.

Experience, skills and competencies:

- Proven experience of providing effective administrative support in a fast-paced dynamic environment.
- Experience of working with a corporate membership scheme.
- Exceptional telephone manner and client liaison skills.
- Flawless attention to detail.
- Ability to effectively network with existing and potential clients.
- An ability to think strategically and be unafraid to challenge the status quo.
- Passionate about food, beverage and events.
- Experience of account management (desirable but not essential).



- Excellent time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure.
- A positive and proactive team member, conveying a professional attitude and appearance at all times.
- Excellent organisational and project management skills, with the ability to juggle a wide range of competing demands and deliver to deadlines.
- Experience in liaison with clients both private and corporate, managing their expectations.
- Ability to work flexibly and successfully across teams and hierarchies and build relationships at all levels including excellent interpersonal skills.
- Excellent customer service skills, demonstrating actively listening, problem-solving and adaptability.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with colleagues and with a diverse customer base.
- Demonstrate ability to adopt new working practices, creating solutions to improve systems and procedures.
- Computer literacy – ability to use Microsoft Word, Excel and Outlook, with an understanding of databases and their usage.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.