



Job description

Job title	Membership Fulfilment & Production Manager
Department	Membership
Contract	Permanent
Salary	£40,000 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millbank, London
Reporting to	Senior Marketing Manager, Membership Loyalty

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 the national collection of British art from the 16th century to the present day, and international modern and contemporary art from 1900 to the present day, spanning all continents. We seek to expand access to the collection and deepen understanding of art in all its diversity.

Tate is a leading global institution, and we influence critical thinking about art practice. Tate is committed to maintaining free entry for audiences to our collections. We see access to art for everyone as a universal human right and we see our galleries as sites of creative learning. We want to champion the importance of making art and encourage people to explore the many ways in which art is created and develop their own creative potential.

We want to welcome audiences that better reflect the towns and cities in our nation and attract a diverse international public. Our reach is already powerful. We intend to increase its impact across society, with art that resonates around the world.

Everyone who works at Tate has a role to play in achieving these goals. We offer exciting work built around our love for art, and have a strong commitment to equality, diversity and inclusion, with the aim to have our workforce and audience as diverse as the communities we serve. And everything we do is only possible thanks to our fantastic colleagues, who really know their stuff, support each other and want to do the best for our audiences.

We hope you will consider joining our team.

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

About the role

In this role, you'll source and manage print production and fulfilment solutions for our communications to Tate Members.

About your team

The Tate membership team is responsible for delivering outstanding experiences for Tate Members, Tate Collective and email signups across all marketing channels and touchpoints, including Tate Etc. Magazine, our very own publication with the largest art magazine circulation in the world.

Working across the four galleries and collaborating with colleagues across the organisation, we're responsible for delivering on ambitious targets for retaining current Members, acquiring new Members and maximising revenue and satisfaction. Customer-focused and driven by data and insights, we're passionate about giving Members the best possible experience of art to build loyalty and deliver lifetime value.

What you will do

- Lead the project management and delivery of key fulfilment and production workstreams managing competing priorities and balancing stakeholder requirements.
- Oversee all aspects of the direct mail fulfilment process from requirements gathering, briefing of internal and external teams through to delivery to Members.
- Coordinate the fulfilment of the quarterly Tate Etc. and Tate Members Guide ensuring high quality and timely delivery.
- Work with the Membership Marketing Managers to maintain and produce schedules for renewal and acquisition mailings.
- Be responsible for the tendering, procurement and appointment process for external production and fulfilment services in line with Tate's financial procedures, raising PO's and processing invoices as required.
- Be the key point of contact between internal teams and external agencies ensuring that all project stages are clearly communicated, and progress is tracked, monitored and actions chased and providing feedback as required.
- Support business continuity by maintaining up to date documentation of processes, business requirements and implement systems to streamline production, fulfilment and communication.
- Oversee current membership print items, working with Tate's Design Studio and Membership Marketing Managers. Oversee Marketing Assistant in managing stock levels and distribution.
- Manage the Tate Members' print and fulfilment budgets to demonstrate return on investment.
- Maintain up-to-date knowledge of print and fulfilment processes, actively identifying opportunities to drive efficiencies in service, quality, lead time and cost.
- Develop and maintain effective working relationships across Tate and externally with relevant agencies providing services for membership, actively monitoring and evaluating service levels and proactively identifying risk and resolving issues.
- Be an advocate for sustainability in print production and fulfilment and take responsibility for driving progress in these areas.
- Champion and support compliant data handling processes within the wider marketing team, including GDPR best practice guidance and training.

- Coach and develop the production and fulfilment knowledge of the Marketing Managers and Officers

What you will bring to the team

- Extensive proven experience of print production and fulfilment management in a design/direct mail agency or similar environment
- Ability to confidently manage multiple complex projects simultaneously to deadline and to budget
- Outstanding interpersonal and communication skills with personal impact with the ability to lead, influence and work collaboratively with a range of internal and external stakeholders to deliver results
- Experience of managing procurement processes, contracts and monitoring service levels
- Highly organised with meticulous attention to detail and quality control
- Able to work unsupervised to a high level and to prioritise to deadlines
- Excellent negotiating and influencing skills
- Proven experience in planning and managing fulfilment and print budgets
- Understanding of GDPR, data protection legislation and best practice application.
- Strong people management skills and a commitment to proactively developing team members
- Demonstrable understanding of diversity, inclusion and accessibility and the role Marketing can play in delivering in progress in these areas
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- An interest in and commitment to the work of Tate

Tate for all

Diversity and Inclusion

Our jobs are like our galleries, open to all.

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](#).

Our Values

- **Open:** we're welcoming, generous-spirited and inquisitive, with an open-source attitude that thrives on collaboration.
- **Bold:** we have the courage of our convictions, we're willing to take imaginative risks: we aren't afraid of failure - so long as we learn from it.
- **Rigorous:** we'll win people's trust if we're accountable for our actions and excellence underpins everything we do.
- **Kind:** we value and respect each other, our partners, and our visitors, striving to make every encounter memorable and enriching.

Benefits

- Birthdays off each year
- 25 days leave per year, rising to 27 (pro rata for part time colleagues).
- A pension scheme with generous employer contributions.
- Life Assurance and Income Protection for DC scheme members.
- 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.
- Free access to other galleries and museums abroad through the International Council of Museums (ICOM) membership

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.

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 22 April 2024 by midnight. Interviews will be held in May 2024.

Where vacancies attract large volumes of applicants, we reserve the right to close this vacancy early. Therefore, if you are interested, please try to submit your application as early as possible.

