



Job description

Job title	Senior Product & UX Manager
Department	Digital
Contract	Permanent
Salary	£55,000 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Tate Modern and remote
Reporting to	Senior Commercial Systems Manager
Responsible for	Product Managers, Product Designers and Product Analysts

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

As Senior Product & UX Manager, you will be responsible for the success and growth of Tate's public-facing digital products. A highly experienced product manager, you'll work alongside other senior members of our digital team to help define our product strategy and roadmap, and you'll set and track the OKRs and KPIs which measure success. You'll work across our gallery, retail and catering operations to ensure a joined-up approach to our digital operations.

You will provide leadership, management and development to our team of product managers, designers and analysts, offering mentorship and support, challenging them to create, support and continuously improve our digital products and services to be the best they can be. Although we build much of our product portfolio in-house, we also engage with external agencies, and so you'll also be responsible for the effective management of these external suppliers.

A natural communicator with a flair for working in a complex multi-stakeholder environment, you'll act as a digital business partner for other teams at Tate, and you'll represent your product and your team, communicating plans and progress to the organisation at large.

We work in a fast-moving environment where priorities frequently change, and you'll be flexible in adapting and responding in the face of shifting requirements, new user research findings, data from analytics, and feedback from both internal and external users. No matter what you're working on, though, you'll have an almost fanatical dedication to user-centred design, ensuring that our digital products serve the needs of our audiences and are accessible to everyone.

About your team

Tate Digital champions art and artists by creating accessible and diverse online experiences in ways that are open, bold, rigorous, and kind.

Every month millions of people engage with Tate's digital products and channels, and the Digital department is responsible for Tate's Digital and Innovation strategy which aims to ensure Tate remains a leading digital presence in the art world and beyond.

The department is made up of four audience-first teams: Product, Content, Commercial Systems and eCommerce, working across Tate and its subsidiaries. The Product team manages the ongoing development of tate.org.uk, improving accessibility, engagement with the collection and overall user experience with a focus on onward journeys to tickets, shop, Membership and the galleries. The Content team creates rich content about art in our collection or exhibition programme to help reach new, broad, and more diverse audiences, especially those who are new to art. Commercial Systems and Ecommerce champion engagement of art through our trading activities, developing the commercial systems architecture, Tate's single customer view and our e-commerce website.

The department operates across the organisation, realising objectives from numerous departments and balancing these against visitor and business needs.

What you will gain

You will hold an active stake in contributing to the fulfilment of Tate's roadmap for Digital and Innovation. Working alongside a motivated and mutually supportive team, you will be encouraged to bring fresh ideas to the table, nurturing your own skills as you help extend Tate's digital reach. You'll work across all of Tate's functions, including gallery and commercial activities, getting involved with projects that span the full breadth of the organisation and support the delivery of its overall strategy.

We'll actively encourage you to contribute your ideas, bring your real self to work, learn new skills, and play a meaningful part in the delivery of some incredible user-centric features for our digital products. Although you'll no doubt be stretched outside of your comfort zone from time to time, we'll make sure you're supported at every step.

What you will do

- Manage an estate of digital products and services, aligning their development to Tate's wider strategic objectives
- Lead a team of product managers to define user needs and business requirements, develop clearly defined and prioritised user stories and acceptance criteria
- Oversee the design of Tate's digital products, including user research and UX/UI design, owning our digital style guide and ensuring a consistent flavour across our digital estate
- Foster a culture of collaboration, user-centricity and continuous improvement within the digital product team
- Manage our relationships with external digital agencies who support our in-house product team, ensuring the work they produce is of satisfactory quality, consistent with our brand guidelines, and represents value for money
- Set clear strategies and desired outcomes for our digital products, developing and owning OKRs and KPIs, and reporting against these to demonstrate progress towards our overall strategy
- Ensure that the team takes a data-driven approach to decision-making, collecting and analysing data from web analytics, A/B testing, CRO experiments, user research and testing to inform product strategy
- In collaboration with the Delivery Manager, manage, prioritise and communicate the longer-term digital product roadmap
- Organise and facilitate workshops, collaborative design sessions, and user testing and research
- Champion the user at every step of product development, ensuring that Tate's digital products are inclusive and accessible
- Keep up-to-date with changes to user preferences or behaviours, changes to legislative, compliance or regulatory requirements, or other shifting features of the digital landscape, and ensure Tate's digital products are aligned to these

What you will bring to the team

Our perfect candidate for this role is someone who:

- Champions user-centric, inclusive, and accessibility-driven product development
- Commits to delivering high-quality work with a real attention to detail
- Is imaginative, innovative and creative, proactive in searching for opportunities for change, and confident in challenging the status quo
- Has a natural curiosity, with a desire to ask questions and a flair for digging into problems
- Is not afraid to experiment, but remains focused on practical outcomes
- Has exceptional organisational skills, the capacity to work across multiple projects at once, and the ability to manage ever-changing requirements and priorities
- Is a superb communicator with the ability to work with both technical and non-technical stakeholders across the organisation
- Enjoys working in teams with diverse skills, backgrounds and identities
- Treats all colleagues with kindness and respect

And if you're applying for this role we'd like you to demonstrate:

- Expert product management skills, with the ability to understand sometimes vaguely articulated user needs and business goals, translate these into actionable goals, understand what's most important, and set priorities to support the delivery of high-quality digital products which serve the needs of users, stakeholders and the wider organisation
- Strong experience of managing products through their end-to-end lifecycle, defining deliverables at each stage, balancing priorities, identifying the right people needed to make progress and ensuring their availability, and communicating with stakeholders throughout
- Significant experience of building user-centric, accessible and inclusive digital products, acting as an advocate for the end user at all stages of a product's development, running user research, and ensuring that all of our digital products provide the best service possible for the end user
- A thorough understanding of UX/UI design principles, experience of defining and implementing an organisation-wide style guide for digital products, and the ability to ensure internal and external designers stay compliant with it
- Significant experience of digital product leadership, coaching a team in best practice, developing their skills, and working to instil a user-centred culture of continuous improvement
- A passion for learning and experimentation, and a desire to constantly assess processes, adopt new approaches, and support the team through these changes
- A knack for identifying upcoming internal and external obstacles, blockers and risks, and the ability to make plans and take steps to address them, even if ownership or implementation of these plans exists outside the team

- Outstanding communication skills, with the ability to network effectively, build strong relationships, and bring the team and other stakeholders on a journey with you, supporting or hosting difficult discussions within the team and with diverse senior stakeholders when necessary
- The ability to appropriately and considerately challenge stakeholders and stated business requirements where not considered in the best interests of the organisation, using an evidence-based approach to support an alternative recommendation
- Experience of creating an inclusive and respectful culture within a team, and applying the principles of diversity and inclusion in building and maintaining relationships with colleagues and external partners
- Experience of financial management, including budgeting, raising POs and invoices
- An interest in and commitment to the work of Tate

Experience in any of the following areas will strengthen your application:

- Working in an Agile project environment
- Experience of navigating a complex, multi-stakeholder organisation
- An understanding of the arts and culture sector, or of visitor attractions more broadly

The requirements listed here are guidelines, not hard and fast rules. You don't have to satisfy every requirement and we welcome candidates who bring transferable skills, or who have taken unconventional routes into digital. Applying gives you the opportunity to be considered.

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 11 August 2024 by midnight. Interviews will be held on week commencing 26 August 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.

