



Post: Volunteers Manager
Reference: TG2604
Band: Band 4L
Department: Visitor Experience, Audiences and Development
Contract: Permanent
Hours: Part-time, 4 days (28.8 hours) per week
Reporting to: Senior Volunteers Manager
Responsible for: Volunteers Coordinator, Visitor Experience Volunteers
Location: Bankside, London and Millbank, London

WHO WE ARE AND WHAT WE DO

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.

The Visitor Experience department at Tate has overall responsibility for delivering the highest standards of care to all who visit the gallery.

Volunteers involved in supporting Visitor Experience at Tate mostly sit within two programmes – a Volunteer Visitor Host programme and a Volunteer Guides programme. Volunteer Managers may lead on a specific programme but will be expected to work across both programmes. Volunteers are additionally involved in other areas at Tate including Archives and Tate Exchange.

Our values

As a team, we are strongly committed to an open and bold approach to volunteering. This means that we regularly review our practice and provision and listen to feedback from colleagues, visitors and very importantly, from volunteers. It also means we take exciting steps to ensure our offer is relevant, welcoming and inclusive. As a Volunteers' Manager in this team you will play an important part in role modelling kind behaviours and nurturing a team that thrives and is high performing'.

ABOUT THE ROLE

To manage the Volunteer programmes at Tate Britain and Tate Modern, ensuring that the service offered adds value to a diverse range of visitor experiences. To plan, implement and evaluate a programme of regular recruitment, training, development and support for Volunteers (currently 400). Support the Senior Volunteers Manager to develop Volunteer roles and a programme that reflect Tate's commitment to diversity and inclusion.

WHAT YOU WILL DO AS A VOLUNTEER MANAGER AT TATE

Manage and develop volunteer programmes

- Manage the Visitor Experience Volunteer programme at Tate Britain and Tate Modern, providing ongoing advice, guidance and support to volunteer coordinators and volunteers.
- Plan and conduct recruitment and assessment activities to select a broad and diverse range of volunteers in line with best practice in volunteering and Tate's commitment to diversity and inclusion.
- Manage the volunteer recruitment journey ensuring all volunteers complete all necessary checks (DBS, references) and mandatory training before volunteering
- Actively promote volunteer opportunities and vacancies with local communities, delivering the marketing and promotion to support this
- Develop and manage partnerships with third parties, community groups and other partners who can help further build and develop the diversity of volunteers.
- Develop and evaluate new volunteer roles that support teams across Tate and offer meaningful opportunities for the personal development of volunteers who join us.
- Review and advise on the meaningful nature of roles that are considered as opportunities for volunteers across Tate.
- Manage engagement activities and opportunities for volunteers to support their involvement and commitment.
- Manage the relationship with external support providers for those with learning needs.
- Contribute to supporting a team environment that is respectful, inclusive, kind and high performing
- Manage the volunteer co-ordinators in the supervision of volunteers and oversight of performance and development of Volunteer Visitor Hosts and Guides and any new volunteer roles as required. Ensure that co-ordinators provide feedback and identify ongoing training needs, in order to ensure quality standards are maintained.
- Manage volunteer concerns in line with the problem-solving protocol outlined in the volunteer policy.
- Devise and deliver regular and bespoke training and development programmes to meet all Volunteers' needs enabling diverse volunteers to fulfil Volunteer roles and supporting the Volunteers' Team to contribute to Tate's aims for diversity and inclusion. Work with colleagues within Visitor Experience, to develop a collaborative approach to plan and deliver knowledge about Tate and offer to support innovation in visitor engagement within Tate.
- Work with the Senior Volunteers Manager to develop new front-of-house Volunteer initiatives and innovations.
- Ensure we have in place effective mechanisms to communicate with volunteers, including positive and innovative ways of working with volunteer representatives (these include but are not limited to: forums, meetings, 1:1's, digital communications, and newsletters).
- Foster a culture of ongoing learning across the Volunteer team and implement new initiatives so that all Volunteers are engaged with and communicate Tate's vision.

Administrative and line management

- Oversee volunteer coordinators management of rotas, ensuring shifts are filled, advising and updating the Volunteers Administrator on any special adaptations needed.
- Line manage the Volunteers Coordinator, monitoring performance through regular meetings and performance and development planning.

- Work alongside the Administration Manager, Visitor Experience Communications, to ensure personnel administration processes for volunteers are carried out in line with Tate policy.
- Oversee the development and management of volunteer scheduling.
- Ensure that management of all information is handled confidentially, being sensitive to the content and context, and aware of legal requirements through GDPR.

Development of working relationships

- Support the Senior Volunteers Manager in the delivery of their responsibilities as required.
- Work collaboratively with the other Volunteers Managers for the Volunteers Programme to ensure consistency and the effective running of Visitor Experience volunteer programmes.
- Work collaboratively with other key teams in the Visitor Experience department to ensure volunteers are supported when on shifts, and promote an inclusive working environment amongst colleagues and volunteers.
- Work with the Information Team to ensure Volunteer Visitor Hosts receive timely and relevant information.
- Liaise with Visitor Experience/ Learning/Private Tours/ Curatorial/ Events departments to coordinate volunteers' schedules and training, delegating to the Volunteers Administrator and Volunteers Coordinators where appropriate.
- Work with Curatorial teams in the development of guided tours, talks and tours.
- Develop and maintain positive and constructive relationships with other teams across Tate in which volunteers are involved.
- Work with the Communities and Regenerations team on the development of volunteering programmes and content.
- Develop mutually beneficial relationships with community contacts to benefit the diversity and success of the volunteer programmes.
- As a key member of the volunteering hub of expertise at Tate, work with the Senior Volunteer Manager to manage relationships with other teams across Tate in which volunteers are involved.

Other Duties

- Act as Duty Manager on a rota basis, taking overall responsibility for all aspects of public and asset safety and security and visitor care during opening hours and management control of building/site-wide incidents and emergencies.

WHAT YOU WILL BRING TO THE ROLE

- Passionate about offering an outstanding volunteer experience.
- An enthusiasm for visitor care with a track record of working with others to deliver a high-quality volunteers' programme in a public-facing environment.
- Previous experience of managing a large number of volunteers, including the recruitment, selection, training and support of volunteers.
- Experience of leading a team, ensuring their continued engagement and high performance.
- Experience of maintaining a team culture that is supportive, welcoming, inclusive and effective.
- Experience of responding to a wide range of personnel issues with confidence and tact supported by an understanding of the unique challenges volunteer management can bring.
- Knowledge of best practice in volunteer management including the principles of equal opportunities and diversity to reduce barriers to involvement.

- Excellent interpersonal skills including well-developed communication, negotiation and influencing skills, and a collaborative approach to working with others.
- Experience of devising and running volunteer training and development programmes, including gathering and responding to feedback, and adjusting programmes to meet needs.
- Ability to tailor support to meet individual needs; using support networks and services to deliver this as required.
- Experience of working with local community networks and developing partnerships with local communities.
- Highly organised with the ability to prioritise, co-ordinate and delegate tasks in order to meet deadlines while staying calm under pressure.
- Excellent administration skills and high degree of computer literacy.
- An understanding of the management of Volunteer databases in line with GDPR legislation.
- Understanding of the principles of inclusion and diversity, and experience of proactively applying and promoting these in practice at work.
- An interest in and commitment to the work of Tate.

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on a part-time permanent contract.

Working Hours

Normal working hours for this post are 28.8 hours per week – Monday to Friday. Due to the nature of the role the successful applicant will be required to undertake some anti-social hours and evening and weekend working.

Salary

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

An appointment to this post will be made at the minimum of the band. Accordingly, the starting salary for this post will be £21,567 per annum (ie pro rata to £26,959 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 20 working days per annum (ie pro rata to the full-time entitlement of 25 working days per annum) rising to 22 working days per annum (ie pro rata to the full-time entitlement of 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) on a pro rata basis according to the number of hours worked per week.

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 **Sunday, 8 March 2020 at midnight. Interview will be held on Friday 13 March 2020.**

Our jobs are like our galleries, open to all.

