



JOB DESCRIPTION

Post: Retail Administrator, Tate Britain

Department: Tate Commerce

Reporting to: Retail Manager

The Company ***Tate Commerce** is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.*

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

The Department ***Tate's Retail team** provides first-rate service to around a million customers a year at the shops in Tate Britain, Tate Modern, Tate Liverpool and Tate St Ives. They include the shop floor teams, senior staff and supervisors led by site management teams, all reporting into the Retail Director.*



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 Symbol.

Purpose of the job: Contributing to the day to day back office support of the busy shops at Tate Britain, the role assists the Retail Management team with back office operational and logistical support with a focus on administrative tasks, HR and payroll processes.

Main responsibilities and duties:

- Processing contract change requests, shift change requests, unpaid leave requests and any other special requests in liaison with the Retail Manager
- Record instances of absence and lateness, overtime and contractual changes on the timesheets for reporting to the payroll department.
- Create and maintain rota templates in liaison with the Retail Manager
- Coordinate resource for private views and events
- Process holiday requests in accordance with company policy.
- Prepare starter packs for new recruits, set up user IDs and logins, and organise lockers, security fobs, uniform and PPE
- Conduct Keesing checks and other administrative processes as part of the recruitment process in liaison with the recruiting manager.



- Support the recruiting manager with co-ordinating induction schedules and training for new starters.
- Process all uniform requests in line with company procedures
- Order Uniform and PPE when required
- Respond to adhoc requests and emails from other departments as appropriate
- Reprinting Proformas for the office
- Scheduling mandatory training for staff and ensuring that the training diary is kept up to date.
- Ensure a clean, safe and welcoming office environment.
- Process stationery requests and orders, in line with the stationery budget.

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.

Person Specification

Essential:

- Organised and able to manage time well
- Strong attention to detail and consistent accuracy
- Capable of multi-tasking, working to deadlines and prioritising of workload
- Able to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Excellent written and verbal communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Knowledge of Microsoft Word, Excel and Outlook
- Experience of working with stock management systems
- Flexible with shift patterns across seven day trading
- Can manage sensitive information discreetly and confidentially
- A keen problem solver, with a proactive approach to tasks
- Experience within a retail environment.

Desirable:

- Previous experience in an administrative role



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Competencies:

- Is passionate about own contribution to Tate
- Gets the detail right
- Adapts quickly and flexibly to new demands and challenges
- Draws on others' expertise
- Communicates clearly
- Supports Tate's Dignity and Respect policy in all of their activities
- Looks for solutions
- Contributes ideas
- Open to feedback from others



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