



**Post:** PA to the Director  
**Reference:** TG2502  
**Band:** 4L  
**Department:** Directors' Office  
**Contract:** Permanent  
**Reporting to:** Executive Assistant to the Director  
**Location:** Tate Britain, Millbank, London

## **Background**

Tate's vision is to champion the right to art for everyone and to serve as artistically adventurous and culturally inclusive art museums for the UK and the world. We do 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 16<sup>th</sup> century to the present day, and international modern art from 1900 to the present day.

The Directors' Office is complex, fast-moving and sits at the centre of Tate. It supports the Director, the Chief Operating Officer (COO) and Head of Directors' Office in leading the organisation through the development, coordination and delivery of Tate's overall vision and strategy. The Directors' Office also manages the processes of corporate governance, leads on policy development and coordinates internal and external relations.

You can find further information about Tate on our website: [www.tate.org.uk](http://www.tate.org.uk)

## **Purpose of the Job**

To work with the Executive Assistant to the Director (EA), and to their direction, to provide the Director with comprehensive personal and operational support in a proactive and timely way, often in a highly pressured environment.

This post requires a high degree of personal judgement about how to support the Director's demanding schedule. It requires tact, diplomacy and a strong sense of confidentiality.

It also requires thinking about the human needs of the Director, so that she is able to deliver her role. This role acts as the primary triage point for the Director's incoming email traffic and so requires a strong working relationship with the EA, as well as a thorough knowledge of the Director's key contacts.

## **Main Activities/Responsibilities**

- Proactively handle the Director's complex daily schedule, viewing it from the perspective of how best to support her to be well prepared for multiple events, meetings and locations in any single day or week.

- Work as the primary triage point for the Director's email inbox, taking guidance from the EA to field, redirect, or bring to the Director's attention critical email issues. Over time, this role should develop a knowledge of the Director's work and key contacts to be able to prioritise incoming contacts and maintain a good working relationship with them.
- Provide mobile assistance for the Director when she is working at other sites; including meeting and greeting, providing meeting support, directions and other information for the Director's guests.
- Process invitations for speeches, conferences and gallery openings and dinners and other external engagements in a prompt and efficient way, bringing information to the Director's attention regularly. Working to advise the Director in a way that is mindful of her demanding schedule.
- Maintain an excellent level of awareness of the Director's main contacts, stakeholders, clients, artists, donors and update their contact/relationship details in the Relationship Management System (RMS) database.
- Support the Director's social media communications in collaboration with the social media, communications and press teams at Tate.
- Assist with necessary personal support for the Director in order for her to carry out her role – thinking always 'what will a person need to be able to manage this day well'.

### **Deputising/general working practice**

- Deputise for the EA to the Director, PA to the Director (admin) and PA to the Chief Operating Officer, as required. In the absence of the EA, proactively respond to any urgent incoming issues that require the Director's attention.
- Build a strong collegiate network across Tate, facilitating collaborative working across the organisation.
- Actively engage with Tate's vision and promote its values.
- Work as part of a team in the Directors' Office, giving the Director the best possible overall support.
- Look after the 'human' needs of the Director's Office, taking care of colleagues as well as the Director.
- Any other tasks as required and directed by the EA and Director.

### **Person Specification**

#### **Essential**

- Very high level of Emotional Intelligence, anticipating the Director's needs and assisting with the management of the demanding role.

- Strong communications skills, both oral and written. The ability to communicate effectively with a wide-range of people from diverse backgrounds both inside and outside of Tate.
- Ability to quickly build good working relationships at all levels and collaborate effectively with a range of internal/external contacts.
- People-orientated and driven by building and managing effective relationships at all levels.
- Proactive and flexible in order to deal with the Director's often changing priorities.
- Ability to think, sound and write in a way which is congruent with the Director.
- Interest and skills in social media communications – its style and protocols.
- Employ a high level of discretion and political awareness using tact and diplomacy when necessary.
- Excellent organisational skills with a very high degree of confidence in dealing with email and digital communications.
- Self-motivated and have the ability to work independently.
- Able to cope with the pressure of managing the demands of a high volume of work and meeting deadlines.
- Employ a 'no task too small' attitude in order help the Directors' Office run well.
- Experience of working in a busy administrative/creative environment.
- Excellent working knowledge of Microsoft Office software package and able to work on both PC's and Mac's.
- Interest and passion for working for art galleries and Tate in particular.

### **Desirable**

- Experience of working with relationship management databases, such as RMS or Raiser's Edge.

## **Summary of Terms and Conditions of Employment**

### **Type of Contract**

This appointment is offered on a permanent contract.

### **Working Hours**

This post is offered on a full-time contract working 36 hours per week – Monday to Friday.

## 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 at £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 25 working days per annum rising to 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).

## 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](http://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/](http://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 **27 November 2019 by midnight**.

*Our jobs are like our galleries, open to all.*

