



Job description

Job title	Financial Operations Administrator (MTS)
Department	Membership and Ticketing Services
Contract	Permanent
Salary	£28,168 per annum
Hours	Full time, 36 hours per week
Location	Millbank
Reporting to	MTS Financial Operations Managers

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

To administer the financial processes of Tate's membership scheme and ticketing operations. Process Gift Aid claims, assist with financial reconciliation, and provide support to the MTS Financial Operations Managers.

About your team

Our team are committed to providing a high quality, innovative service to all of Tate's visitors. We are solution orientated and attention to detail is a crucial part of our roles. We put our customers at the heart of what we do and we work closely with all colleagues and the wider organisation with transparency.

What you will gain

Motivated, and skilled people are key to our continued success, and we want everyone at Tate to have the opportunity to develop and thrive. In this team, you will be encouraged to contribute your ideas, realise your potential, and learn new skills and knowledge.

What you will do (Main Duties and Responsibilities)

- Assist in emptying and counting cash donations at Tate Modern and Tate Britain on a weekly basis.
- The reconciliation of daily takings for card, cheque, and voucher payments on the daily banking and operations reports.
- Regular correspondence with Tate's central finance department to ensure the correct reconciliation of banked takings.
- Process daily and weekly Direct Debit correspondence to strict deadlines.
- Address issues that arise in the gallery or online, relating to membership sales.
- Respond to Members' enquiries regarding Direct Debit payments and claims.
- Maintain efficient Direct Debit procedures in accordance with banking rules and regulations.
- Ensure that weekly, monthly, quarterly, and yearly membership deadlines and targets are met.
- Financial reconciliation of gallery and ecommerce sales, providing daily, weekly and monthly reports as required.
- Creation and administration of Gift Aid claims in accordance with HMRC rules and requirements.
- Support departmental ambitions to work towards more automated processing activities.
- Deputise for MTS Financial Operations Managers as and when required.
- Maintain customer data in accordance with the Data Protection Act and GDPR.

What you will bring to the team

- Previous experience of working with financial procedures, preferably in a retail or similar environment.
- Excellent numerical skills.
- Mathematical ability to GCSE standard.
- Previous experience of cash handling.

- Excellent attention to detail, with the ability to maintain a high level of accuracy at all times.
- Solution orientated and able to use initiative and work unsupervised with a demonstrable commitment to achieving high quality standards.
- Proven IT skills – ability to use effectively Outlook, Word, Excel, databases and internet applications.
- An organised approach to work with the ability to work effectively under pressure to tight deadlines.
- Customer-focused with proven successful delivery of excellent customer service.
- Effective written communication skills to business letter standard.
- Effective interpersonal skills – the ability to communicate effectively with a wide range of people at all levels inside and outside Tate.
- Ability to work effectively as part of a team.
- 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.

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. 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.

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Benefits

- Birthdays off each year
- 25 days leave per year
- 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 8 April 2024 by midnight.

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.

