



Job description

Job title	Senior Security and Safety Manager
Department	Visitor Experience
Contract	Permanent
Salary	£51,000 per annum
Hours	Full-time, 36 hours per week
Location	Tate Modern, Bankside, London Tate Britain, Millbank, London Tate Liverpool, Royal Albert Dock Tate St Ives, Cornwall
Reporting to	Head of Visitor Experience and Operations

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

People make places!

Our aim is to create a visitor experience where everyone who visits feels that Tate is 'a place for me', is welcomed, encounters the art world's most inspiring and knowledgeable staff, and is further inspired to buy, join, donate and participate. Effective safety and security management play a fundamental role in helping us to achieve this.

As Senior Security and Safety Manager no two days will be the same. You will be working collaboratively on a wide range of truly extraordinary, high-profile exhibitions, events, and experiences, in a fast-paced environment, and at significant scale. Underpinned by a strong mission and values, you will be recognised as an expert in your field, with a unique role as a central point of advice and support. You will be accountable for ensuring a positive safety and security culture across our brand.

You will work across Tate's varied sites, from our world class galleries to our storage facilities, providing exemplary leadership to ensure a safe, secure, proactive and inspiring visitor and colleague experience. With a passion for problem solving and the ability to influence decision making, you will ensure Tate's security and safety provision is best in class and reflective of the diverse needs of our audiences.

About your team

The Visitor Experience and Operations department is part of the Audiences and Innovation Division, which works to drive reach, revenue and reputation for Tate - growing and diversifying audiences; generating income to support Tate's work, positioning the brand, and creating inspiring and engaging experiences for everyone who visits. As part of the Visitor Experience and Operations department's senior management team, you will play a crucial role in developing our safety and security strategy.

You will lead a well-established, contracted team (made up of around 200 security professionals). Ensuring team members are supported in their work, you will lead complex projects and initiatives to ensure the principles of effective safety and security management are considered by all stakeholders. You will champion Tate's 'inclusive welcome' approach, ensuring that excellent customer service is embedded in everything we do, whether we're working with the public or with colleagues, partners and stakeholders. You will develop policy, procedure and training programmes to maximise colleague buy-in and ensure a consistent end to end experience for our audiences.

Who we are looking for and what you will gain

Can you see yourself.....

Monday

1. Starting the week with a visit to St Ives to review artwork storage and risk assessments.

Tuesday

2. Conducting an audit of physical security arrangements at Tate's London sites

Wednesday

3. Attending an artists' studio in London to assist a curator in finding the safest way of delivering a large scale, immersive art experience.

Thursday

4. Working with front of house teams to review emergency response procedures and ensure new legislation is being considered.

Friday

5. Meeting with senior leadership colleagues to review visitor feedback and create an action plan for improvement.

If so, we need you! We are looking for a passionate, forward-thinking security professional, with a people centred approach, who has the ability to foster good relations with our teams and audiences, irrespective of the different communities we serve.

What you will do

- Act as the central point of contact for internal stakeholders in relation to Security, providing sound and timely advice and assisting teams to find solutions which meet Tate's artistic 'risk taking' ambitions
- Create a culture of continuous improvement, ensuring incidents are routinely reviewed and learnings effectively shared and implemented across the organisation
- Ensure Tate's contracted security partners are embedded in Tate's ways of working, creating a sense of 'one team' with front of house colleagues
- Embed a positive safety and security culture across Tate, ensuring buy-in from key stakeholders and implementing effective communication and reporting mechanisms
- Act as the Gold Commander for Tate on a rota basis, providing strategic leadership during major incidents and business disruptions
- Work closely with Tate's curatorial and collection care teams to ensure exhibition planning is effectively supported, providing key advice in relation to lender requests (both private and institutional) and other aspects of artwork safety and security
- Work with teams across Tate to ensure visitor feedback and insights are reflected on, and findings are translated into best practice and learning opportunities
- Work with the operational leads at each site to ensure the management of the security contract is aligned with Tate's vision for delivering an exceptional visitor experience
- Ensure Tate's Emergency Response Manual is maintained and reviewed and that the Duty Management team are effectively supported and developed in their roles
- Lead on the development of Tate's Salvage plans
- Work collaboratively with the Estates and IT departments to ensure all Security systems are effectively managed and maintained, and that improvements are effectively budgeted for and delivered
- Work closely with Tate's Cyber Security lead, ensuring all plans are aligned with Tate's BCP processes and contributing to the IT Security Roadmap
- Ensure security and safety contracts are delivering value for money, supporting regular reviews of service provision and contributing to large scale tender exercises
- Maintain a network of industry contacts to ensure Tate receives and appropriately utilises key intelligence and is able to plan and prepare for major incidents or respond to external actors

- Maintain a good working knowledge of overseas risks and provide strategic advice to the directorate
- Ensure counter terror practices are well developed and that Tate is able to respond to changing legislation in this area.
- Manage Tate's contracted Safety services, acting as the key contact for the management of health and safety in the workplace. Ensure robust reporting processes are in place and that Tate's approach to safety continues to evolve in line with best practice. Ensure compliance with all relevant legal frameworks.
- Implement and manage a robust incident review process, ensuring actions are documented and senior stakeholders receive timely reports.
- Identify key performance indicators and objectives for Tate sites and ensure that these are reviewed regularly.
- Be a source of highly competent and trusted advice and work proactively with Directors and Managers across Tate to establish and maintain a programme of continuous improvement in the management of health and safety
- Work closely with operational teams to help Tate realise its artistic ambitions in a safe and responsible manner.
- Identify training needs for staff across the organisation in relation to health and safety and security and develop a programme of induction and training to meet these

What you will bring to the team

- Excellent interpersonal and communication skills with the ability to liaise, negotiate and influence at all levels across a complex organisation to deliver results
- Demonstrable experience leading and advising on Security and Safety operations in a fast paced, public facing environment
- A forward-thinking security professional, with inclusive leadership behaviours
- Demonstrable experience embedding excellent customer service into 'business as usual' operations, ensuring the principles of diversity and inclusion are applied
- Demonstrable experience influencing a positive safety and security culture in a dynamic and complex organisation
- The ability to lead a positive and progressive culture when working with Directors and Managers across Tate, and for teams under your direct management, including contractors
- The ability to engage, empower, influence and motivate teams who may not be under your direct management, including contractors
- Experience of contract management, ensuring KPIs are met, value for money is delivered and all contracted partners feel valued in their work
- Experience of managing the needs of stakeholders with conflicting priorities, ensuring effective risk management principles are applied whilst supporting their ambitions.
- Experience of leading complex incident management issues, with the ability to remain calm and provide reassurance and leadership in high pressure situations
- Knowledge and experience of the technical systems related to the scope of the job.
- In depth knowledge of the legislation relevant to the job and experience of applying this to issues in the workplace.
- Ability to develop and maintain external contacts with relevant agencies, institutions and organisations.

- A proactive and solutions focussed approach to problem-solving and project management.
- Highly organised with the ability to prioritise, co-ordinate and delegate tasks and work accurately under pressure to meet deadlines.
- Strong financial awareness and experience of budget management processes.
- An interest in and commitment to the work of Tate.

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

We are keen that whoever works at Tate, embodies, and can demonstrate 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 21 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.

