



Post: Administrative Assistant (Gift Aid)
Reference: TG2587
Band: Band 5L
Department: Membership and Ticketing Services
Contract: Temporary (Maternity Cover)
Hours: Part-time, 28.8 hours (4 days) per week
Reporting to: Membership and Ticketing Financial Operations Manager
Location: 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.

Tate Membership and Ticketing Services (MTS) operates the sales and servicing of Tate's ticketing, membership, groups, tours and experiences offers, alongside Tate's contact centre. Our aim is to deepen our customers and members relationship with Tate, through providing convenient and personalised interactions that inspire them to buy, join, donate and participate.

You can find further information about Tate on our website: www.tate.org.uk

ABOUT THE ROLE

To reconcile all Gift Aid bookings and forms for exhibition tickets, and to assist with clerical aspects of Membership subscriptions and donations. To administer the filing and retrieval system for all Gift Aid declarations and process Gift Aid forms in an accurate timely manner.

WHAT YOU WILL DO AS AN ADMINISTRATIVE ASSISTANT (GIFT AID) AT TATE

- Maintain efficient Gift Aid processes for all ticket-related Gift Aid declarations.
- Collate Gift Aid paperwork from all four Tate sites and maintain a paper and electronic filing system.
- Undertake all processes pertinent to the efficient upkeep of Gift Aid records via Enta database and regular data extractions.
- Communicate verbally and in writing with customers concerning any Gift Aid queries.
- Provide Gift Aid reports as requested.
- Assist with administrative duties pertinent to Tate's membership scheme.
- Assist with administrative duties associated with Direct Debit processes.

- Quality Control checking of all relevant paperwork in relation to Gift Aid and resolve any issues that arise in relation to this.
- Maintain customer data in accordance with the Data Protection Act.
- Carry out further duties and support as required.

WHAT YOU WILL BRING TO THE ROLE

- Excellent numerical skills and previous experience of detailed quality-control work.
- Ability to maintain a high level of accuracy and motivation when carrying out routine tasks.
- Able to use initiative and work unsupervised with a demonstrable commitment to achieving high quality standards.
- Commitment to working effectively as part of a team, with a flexible, methodical approach.
- Understanding of the principles of inclusion and diversity, and experience of proactively applying and promoting these in practice at work.
- Proven IT/IS skills with the ability to use Outlook, Word and Excel.
- Excellent administration and organisational skills with the ability to reassess priorities whilst under pressure to meet deadlines.
- Effective communication skills, both written and verbally with a commitment to providing a customer focused service.
- Knowledge of Gift Aid and Direct Debit procedures.
- Knowledge of on-line sales systems.
- 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 temporary contract of up to 12 months to cover maternity leave.

Working Hours

Normal working hours for this post are 28.8 hours per week – Monday to Thursday.

Salary

This post is graded on Band 5L 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 £18,829 per annum (ie pro rata to the full-time equivalent of £23,536 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).

In addition, we offer paid time off for the 8 paid 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, and the duration of the contract.

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 in to your account.

The closing date for the submission of completed application forms is **Sunday, 16 February 2020 at midnight**. Interviews will be held on **the week commencing 2 March 2020**.

Our jobs are like our galleries, open to all.

