



**Post:** Audio Visual Administrator  
**Reference:** TG2518  
**Band:** 5L  
**Department:** Technology  
**Contract:** Permanent  
**Hours:** Full-time  
**Reporting to:** Audio Visual Diary Manager  
**Location:** Millbank, London

## **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 British art from the 16th century to the present day, and international modern art from 1900 to the present day.

Tate Technology department provides information technology, services and telephony to over 2000 internal users at Tate, and also supports the in-gallery visitor experience operations 7 days per week and various audience digital platforms. Services are delivered across the 4 main gallery sites (Tate Modern, Tate Britain, Tate St Ives and Tate Liverpool) along with 2 further UK based office/art storage sites. We are a central department that provides support to all of Tate, by developing and managing information systems that support Tate's vision, and by providing excellent ICT infrastructure and support services.

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

## **Purpose of the Job**

To ensure the smooth running of the AV Services team and deliver a high level of care to customers; by providing administrative support to the team and leading the communication with our customers.

## **Main Activities/Responsibilities**

- Provide a Service Desk function for Audio Visual services
- Establish and manage respectful and friendly relationships with customer departments, visiting speakers and performers, external freelance technicians and suppliers.
- Accurately record customer requests in the diary or database system. Discuss user requests with technical staff and managers and, where necessary, seek further information from the customer.
- Track the progress of service requests, communicating progress to the customer proactively.
- Successfully manage procurement processes within the team,
- Document procurement details carefully, maintaining account records, entering details in the commitment register, filing delivery notes, invoices and other key documents securely.

- Keep service audit data entry up to date and accurate.
- Maintain an overview of active projects, ensuring communications are consistent and projects run smoothly.
- Establish and develop new administration processes to improve efficiency and transparency.
- Develop and manage effective documentation of all administrative requirements of the service.

## **Person Specification**

### **Essential**

- Previous experience of working in a Service Desk role, having an interest in Audio-Visual services and technology
- Previous office/administration experience
- Excellent communication and interpersonal skills with the ability to deal courteously and politely with all situations both internally and externally.
- Proven ability to deliver excellent customer service.
- Demonstrable organisational skills with proven ability to produce accurate work and remain calm under pressure.
- A methodical but flexible approach to work.
- Demonstrable IT skills (e.g. a confident user of Windows XP, Macintosh computers and MS-Office)
- Understanding and experience in purchase ordering and budgeting. Good attention to detail.
- Proven experience in problem solving and decision making
- The ability to work as part of a team as well as the ability to work unsupervised and under own initiative.
- Understanding of the principles of equality and diversity and the ability to apply and promote these in practice at work
- An interest and commitment to the work of Tate

## **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 5L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £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 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 **8 March 2020 by midnight**.

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

