



Job description

Job title	Access and Inclusion Administrator (Apprenticeship)
Department	Human Resources
Contract	Fixed-term, 18 months
Salary	£24,500 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millbank, London Tate Modern, Bankside, London
Reporting to	Equality, Diversity and Inclusion Manager

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

The next five years will see a shift in Tate's workforce to more closely reflect the UK population. This will require a step change in the attraction and selection of staff and the creation of more diverse talent pipelines for Tate and the sector. One of the ways Tate will achieve this is by

creating apprenticeship opportunities that provide high-quality work-based learning experiences.

Tate is offering a unique and exciting apprenticeship opportunity within our Human Resources team to support our Diversity, Access and Inclusion work. As the Access and Inclusion Administrator, you will complete a Business Administrator apprenticeship as part of your role, developing knowledge, skills and behaviours that are essential to business administration. You will develop an understanding of:

- Tate's mission, vision, and values
- Administration policies, processes and procedures at Tate
- Business administration fundamentals
- Record and document production
- Basic project management
- Managing your own performance
- Equality, Diversity & Inclusion initiatives

The apprenticeship will take at least 18 months to complete and the training is delivered by a provider at their site in central London. During your apprenticeship, we will support you by giving you time away from your job to complete your training and any necessary assessments or exams.

For more information on the Business Administrator apprenticeship see Appendix A.

Equality, Diversity and Inclusion is integral to this vision and specifically to the delivery of our five-year objectives to:

- grow audiences and membership that are more reflective of the UK
- enable Tate's people to thrive and shift the workforce to more closely reflect the UK population today

We hope to become an organisation that integrates inclusion fully into everything we do as a matter of course.

About your team

Our team of experienced HR professionals are committed to providing a high quality, innovative service to all employees in line with HR best practice, relevant legislation, government guidance and Tate's values. We are a creative and forward-thinking team who are committed to enabling people to thrive and reach their full potential at work. We are passionate about building an inclusive culture at Tate that encourages, supports, and celebrates the diverse voices of our employees.

What you will do

- Undertake and successfully complete the Business Administrator apprenticeship training.

- Observe, learn and understand a wide range of administration skills and processes while under the direction and supervision of the Equality, Diversity & Inclusion (E,D&I) Manager.
- Learn the fundamental of budget management, procurement of goods and services, administrating the corporate credit card process, processing orders and invoices, and dealing with purchase and delivery issues.
- Learn and assist with event coordination process including communication, resource planning, working with stakeholders, delivery, and evaluation.
- Support administration for Tate's internal Staff Diversity Network meetings and activities.
- Demonstrate skills and processes as the apprenticeship progresses by working independently and/or with a team, and to undertake tasks as instructed, increasing overall contribution to the E,D&I programme.
- Organise and support meetings including: scheduling, preparing agendas, booking meeting rooms, equipment and catering, and taking and circulating minutes.
- Create, update and link records on Tate systems including Microsoft Office/365, internal finance systems, and intranet systems.
- Assist with the production of internal communications marking key dates, themes and policies relating to E,D&I.
- Learn about and contribute to developing best practices on Accessibility for internal meetings, working environment, and events (both live and hybrid).

What you will bring to the team

- Ability to meet the entry requirements of the Business Administrator ST0070 apprenticeship standard (Appendix A) attached to this job role, and to attend and undertake the studying and coursework required to complete the apprenticeship.
- GCSE English and Maths certificate at grade A* to C or equivalent Functional Skills Level 2 certificate in English and Maths or a willingness to learn to achieve this mandatory requirement during the apprenticeship.
- Demonstrable commitment to and enthusiasm for learning more about Accessibility, Equality, Diversity & Inclusion
- Interest in developing new business administration skills.
- Interest in developing your skills in written and verbal communication for an internal audience.
- Functional computer literacy, with the ability to use Word, Excel, Outlook, PowerPoint, and internet applications and an interest in developing these skills further.
- Good interpersonal skills, able to work effectively and diplomatically with a range of people at all levels both internally and externally.
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect.
- A flexible approach to work and the ability to work as part of a team.
- The ability to work confidently with financial and numerical data.
- Strong organisational skills with proven ability to plan and prioritise a varied workload and work positively under pressure to meet deadlines.
- 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

- **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 11 June 2024 by midnight. Interviews will be held in June 2024.

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.



Appendix A

Business Administrator Apprenticeship Standard

Overview of the role

Details of standard

Occupational profile

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Skills	What is required (advancing key skills to support progression to management)
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and is able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's

procedures. Coaches others in the processes required to complete these tasks.

Decision making Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.

Interpersonal skills Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.

Communications Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.

Quality Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.

Planning and organisation Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.

Project management Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully

deliver projects. Undertakes and leads projects as and when required.

Knowledge	What is required (in-depth knowledge of organisation and wider business environment).
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact. Where necessary understands the international/global market in which the employing organisation is placed.

Behaviours	What is required (Role-model behaviours and positive contribution to culture).
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed, and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

Duration

The apprenticeship will typically take between 12 and 18 months to complete.

Level

This apprenticeship standard is at Level 3.

Qualifications

Where a business administrator has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.