



Job description

Job title	IS Service Desk Student Placement
Department	Technology
Contract	Fixed-term
Salary	£11.95 per hour
Hours	Full-time, 36 hours per week (Monday – Sunday)
Location	Tate Britain, Millbank, London
Reporting to	IS Service Desk 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

Tate is offering a unique and exciting student placement opportunity in our Technology Team. Previous experience of working in Technology or in a museum or gallery is not a requirement to undertake the student placement at Tate. Our aim is to attract people to join us who might not have thought about working in the arts sector before or who have not had the chance to experience what this might be like. We want to offer these opportunities to those people who would benefit most from the student placement at Tate both in terms of furthering their personal or professional development and who, in return, who have a new and different perspective to bring to our work.

About your team

Tate's Technology department provides information technology, services and telephony to over 1000 internal users at Tate and 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. Furthermore, some infrastructure services are provided to Tate Enterprises, our commercial arm which operates retail shops in-gallery along with Tate Catering. The department also includes an Audio-Visual services team who support media-based art installations, corporate events and internal audio-visual service provision.

The IS Operations team is responsible for customer service, operations and change management. This post will sit within the service desk team, delivering a high-quality support service to internal customers at Tate.

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)

- Promptly answer the IT telephone help line and log calls completely and accurately in the help desk system;
- Set a priority for incidents according to the service levels described in the IS Service Catalogue or set a deadline agreed with the customer for the fulfilment of a service request;
- Quickly resolve incidents that have a known solution or workaround and fulfil requests for access to standard IT services in the IS Service Catalogue;
- Assign calls that have no known solution or workaround to internal IT engineers. Retain oversight of the call and the responsibility for the relationship with the customer. Monitor progress on open calls and ensure that the customer receives regular update reports. Close the call when you are satisfied the customer has received a satisfactory resolution;
- Manage mobile telephone and smart device accounts, provide new handsets and tablets and manage access levels;
- Monitor and report on telephone usage and investigate suspected abuse of the telephone system;

- Assist the procurement process for the department; manage the receipt of goods and prepare invoices for authorisation, monitor stock levels and report accordingly.
- Maintain the inventory of mobile and smart device equipment and software media.

What you will bring to the team

- You will be currently studying for a degree in IT, Computer Science or related course.
- A friendly, helpful and proactive attitude to delivering brilliant customer service; you may have previously worked in a customer service role
- A methodical approach to problem solving;
- Working knowledge of Microsoft, Office 365, Windows 10 and Active Directory;
- Working knowledge of PC, Mobile Device and printer hardware;
- Experience of procurement and procurement best practices;
- Organised and motivated with an ability to work both in a team and on own initiative;
- Good prioritisation and time management skills with ability to work under pressure;
- Ability to work flexibly and successfully across teams and build relationships with customers including good interpersonal skills;
- Good written and verbal communication skills;
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect;
- 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

- For the duration of your student placement, you will be entitled to accrue paid holiday on a pro-rata basis to the full-time equivalent of 25 working days per annum. This is inclusive of bank holidays.
- 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.

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 15 August 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.

