



**Post:** Development Operations Administrator  
**Reference:** TG2313  
**Band:** 5L  
**Department:** Operations, Audiences and Development  
**Contract:** Permanent  
**Hours:** Full-time  
**Reporting to:** Operations Manager, Audiences and Development  
**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.

The Development Office is responsible for all fundraising at Tate, implementing strategies to raise support from the private sector for a variety of revenue and capital projects. It raises money from corporate events, membership and sponsorship, trusts and foundations, the public sector and individual donors.

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

## **Purpose of the Job**

To process and monitor divisional expenditure and some fundraised income. To support the Operations manager in the delivery of donor care activities and be responsible for the co-ordination and delivery of Guide and Catalogue mailings and data quality reporting. To provide administrative support across the Development division to ensure that resources are in place to support the division's work.

## **Main Activities/Responsibilities**

- Process all divisional expenditure and monitor management accounts transaction reports to ensure that expenditure tracking spreadsheets are up to date and correct
- Liaise regularly with the Finance department to ensure that invoices are processed, paid and any payment or allocation issues resolved
- Work with the Operations Officer to accurately process specified divisional income to agreed procedures and timescales
- Act as the first point of contact for the Development department, answering phone calls and emails and responding to requests when appropriate
- Order stationery and staff catalogues, ensuring value for money throughout the process

- Co-ordinate effective crediting of exhibition supporters in the Tate Guide
- Manage the Guide and Magazine mailings and Tate Catalogue mailings, liaising with Development colleagues to ensure deadlines are met and that relevant supporters are included as per agreed benefit/stewardship criteria
- Assist the Operations Manager with the delivery of donor care initiatives e.g. special Supporter cards, Christmas cards and Annual Report mailings
- Support the Associate Director, Strategy and Operations in the delivery of regular divisional Fortnightly Updates
- Organise regular divisional meetings and Brown Bag lunch sessions including room booking, booking of guest speakers, booking audio-visual equipment, room set up and distribution of agendas
- Organise key induction items for new starters including producing and updating induction packs, adding new staff members to internal mailing lists and co-ordinating the set up of computer passwords and network access with the Information Systems department
- Manage all filing relating to divisional expenditure
- Manage the planning and delivery of regular departmental meetings
- Undertake specific projects relating to Development Operations and general Development work, for example office reorganisations, ordering hardware, update of the Development intranet site etc.

## **Person Specification**

### **Essential**

- Proven experience of working in a busy office environment
- Excellent communication skills with a good telephone manner and demonstrable ability to communicate with tact and diplomacy
- Excellent numeracy skills with good attention to detail
- Ability to work well as part of a team and effectively with people at all levels
- Methodical but flexible approach to duties and the ability to act on own initiative as necessary
- High degree of computer literacy including the use of contact management databases to record information and knowledge of Windows based applications including Word, Excel, Outlook and internet applications
- Good writing skills, including the ability to draft letters
- Excellent organisational and administrative skills with the ability to prioritise effectively and meet deadlines
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect.
- An interest in fundraising and/or working in an arts organisation
- An interest in and commitment to the work of Tate

## **Summary of Terms and Conditions of Employment**

### **Type of Contract**

This appointment is offered as 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 these posts will be made at the minimum of the band at £22,450 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 **Monday 29 April 2019 by midnight.**

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

