

## JOB DESCRIPTION

**Post:** Administration Manager

**Department:** Retail, Tate Commerce

**Reporting to:** Trading Support Manager

**The Company** Tate Commerce is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

We are committed to reducing our carbon footprint and protect the environment and expect all staff to adhere to our Environmental Policy which can be found [here](#).

**The Department** The Retail Team engages with Tate's visitors through our outlets, extending the visitor journey beyond the galleries and maximizing revenue and visitor satisfaction. We work closely with Tate Commerce colleagues and other front of house teams to deliver an outstanding experience to all of Tate's visitors. We are a large and diverse team of customer-focused professionals, passionate about delivering an exceptional customer experience and generating income that supports the work of Tate.

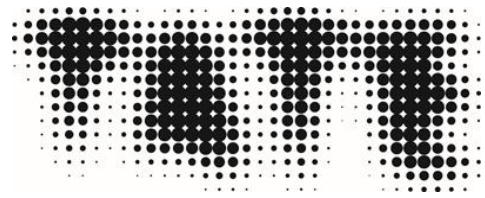


### The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

**Purpose of the job:** To lead and develop the department's administrative activities across human resources, people, management information and operations. The role will support operations across the London retail sites, working with the management team to support all aspects of the day to day running of the shops, and the administration of the department.





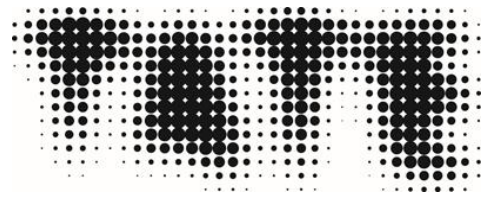
## Main responsibilities and duties:

- Manage communication across the retail team, using effective tools to ensure that information is shared in a timely manner across the appropriate channels
- Manage scheduling for the Retail London team, ensuring adequate staffing levels are maintained in response to forecast trading patterns. This includes managing daily, weekly and event rotas.
- Manage weekly and monthly payroll reporting for the Retail London team, liaising with finance and HR teams to ensure payroll is processed accurately and on time
- Manage requests for time off in the Retail London team, including accurately processing requests in line with policy and ensuring leave is managed effectively throughout the year.
- Lead in supporting the smooth-running of the office by managing office supplies, uniform and PPE as required for the Retail London team
- Alongside the management team, supporting to ensure high standards of housekeeping in all back of house retail spaces, ensuring the responsible use of office spaces and equipment
- Lead on the administration of new starters, current staff and leavers, from preboarding and induction to offboarding, liaising with HR and payroll as relevant, preparing starter packs, assigning lockers, uniform and PPE and maintaining records of allocation to new starters and return by leavers.
- Manage a team of zero hours Retail Assistants, fulfilling any training needs and completing a yearly Personal Development Review
- Ensure compliance in health and safety; data protection and GDPR; cash handling and security policies
- Lead on finding and developing improvements to the administration of the department in support of our business strategy, including work on projects, establishing guidelines and implementing protocols
- Manage the reporting of staff changes, including absence, time keeping, overtime and contractual changes, ensuring records are correct and up to date and that information is shared appropriately with HR, finance and line management teams Scheduling mandatory training for staff and work with the People Team to ensure retail team training is kept up to date
- Manage the use and maintenance of company assets within the department, including but not limited to IT equipment, furniture and fixturing etc
- Support the retail management and leadership teams in co-ordinating meetings as required, including booking rooms and taking minutes or action points
- Provide support on retail projects as needed on the direction of the Retail Leadership team



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- Support retail operations by maintaining a knowledge of operating procedures and the resources required
- Responsible for creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- Oversee records management through identifying and implementing appropriate timelines and procedures for records retention and disposal. Provide a framework to the management team for maintaining records and systems

#### What you will bring to the team:

- Experience in an administrative role at supervisory or management level
- Ability to communicate with a wide range of stakeholders and identify the most appropriate avenue of communication
- Technically proficient: proven capability with the use of Microsoft 365 applications
- Ability to motivate and manage a team of casual zero-hours staff
- Sets standards of self-discipline with regard to presentation, time management and attendance, encouraging team to do the same
- Excellent interpersonal and collaboration skills, demonstrating the ability to work effectively and positively at all levels
- A flexible and proactive approach to work with strong organisational skills and the ability to prioritise a varied workload and work accurately under pressure to meet deadline
- Experience of creating a working environment that encourages equality, diversity and inclusion alongside a commitment to delivering progress in these areas
- Resilience, openness to change and ability to think creatively
- Demonstrate good planning and prioritisation skills
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- A passion for and commitment to the work of Tate
- Ability to work flexibly on a rota pattern, including working weekends, public holidays, and early morning or late evening shifts



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