



## JOB DESCRIPTION

**Post:** HR Officer

**Department:** People Department, Tate Eats & Tate Commerce

**Reporting to:** Head of HR

**The Companies:** ***Tate Eats'** aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.*

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

**People Department, Tate Eats & Commerce**

*The centralised People Department provides a professional and comprehensive in-house HR Service to all the departments within both Tate Commerce and Tate Eats.*



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**Purpose of the Job:** Support the Heads of HR to fulfil the People Team mission statement and service standards; providing an excellent support service for Tate Eats (approximately 170 employees) and Tate Commerce (approximately 170 employees).

### Main duties and responsibilities

- Be the first point of contact for supervisors and managers regarding personnel files and paperwork.
- Manage all employee data electronically on HR systems and manually in personnel files.
- Provide welcome meetings within the first week of employment for Tate Commerce and Tate Eats London based staff to obtain all new starter paperwork.



- Prepare all contractual and legally required documentation, (Offer letters, terms & conditions documents, change of details and probation extension letters) and ensure these are returned signed.
- Keep an audit spreadsheet for each department on data requirements. Send personnel audit spreadsheet to departmental managers, on a bi-weekly basis, to chase missing documentation.
- Arrange 1-2-1's where necessary with department managers to provide guidance and support on employee paperwork.
- Check payroll forms for accuracy and follow up on any missing information with the relevant line manager and deliver these to the Finance Departments on a weekly and monthly basis.
- Ensure all payroll changes are updated on the HR System for Tate Eats and Tate Commerce.
- Prepare confirmation of employment letters as requested (confirmation of employment, bank letters etc).
- Send visa renewal reminder letters to staff by email to managers, copying in the appropriate Head of HR. Letters to be sent at least one month prior to the visa expiry date.
- Calculate employee holiday entitlement and update HR System, compiling holiday reports as requested by managers.
- Ensure a copy of each performance review is signed and saved electronically.
- File copies of disciplinary paperwork in employee's personnel file and save electronically.
- Send monthly report to Head of HR on all end of fixed term contracts that are coming up in the following month.
- Send out the exit interview survey to all leavers and distribute completed forms to managers. If requested, organise and conduct face to face exit interviews. Report any issues raised to Head of HR.
- Take meeting notes at any formal hearings or investigation meetings as required.
- Lead on cases of staff welfare, punctuality and absence management, as requested by Head of HR.
- Conduct maternity risk assessments promptly when informed of staff pregnancy.
- Support HR team with any ad-hoc projects including collating data for annual Gender Pay Gap and Workforce Profile reports.

## HR System Administration

- HR system administration (new records, giving new managers access to HR systems, training etc.)
- Calculate and input holiday allocation.



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- Input all disciplinary records on the HR system.
- Ensure all personal and employment details are entered and updated accurately.

## Training

- Assist in the delivery of training as required.
- Collate training requests from performance reviews on a bi-annual basis.
- Train managers on HR processes and systems.

## Benefits Administration

- Update employee list, removing any leavers and adding any new starters on a monthly basis and send to the HR Systems Manager.
- Update and upload childcare vouchers lists on a monthly basis.
- Assist in the administration of requests and distribution of the ICOM cards.
- Administer requests for eye care vouchers and order new vouchers when required.
- Process cycle scheme requests and ensure all invoices are processed in a timely manner.
- Process BUPA Dental starters and leavers on a monthly basis.

## Recruitment

- Provide an excellent service to the Recruiting Managers with all activities relating to recruitment by being able to navigate around the e-recruitment system, assist with queries and extract information (check interview schedules, etc.)
- Keep accurate records of all recruitment data to report statistics on all recruitment activity.
- Be responsible for advertising our vacancies on various job boards and websites, including liaising with external providers and account managers in order to buy credit packages to post our vacancies.
- Publish the Recruitment Schedule regularly, ensure all vacancies are advertised internally.
- Conduct pre-employment checks as required by the HMG Baseline Personnel Security Standard (BPSS). Ensure to obtain evidence of a full three-year history (without any gaps in the dates), referees' contact details and verification of activities (employment, education, unemployment, etc.).
- Be responsible for monitoring the progress of these pre-employment checks for all new starters and aim to complete this verification within the first 12 weeks of employment. In case of checks not being completed within the first 12 weeks, with approval from the Head of HR, instruct managers to extend the probationary period or terminate the employee's employment (with at least one weeks' notice).



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## Teamwork

- Working as a team with all members of the People and Development department, supporting and helping each other to live by our departmental mission statement, continuously working towards our departmental objectives and striving to achieve the agreed service standards.
- Working with all the operational managers (Front of House and Kitchen Management). It is essential to build a good working relationship with all line managers, establishing trust and credibility between the People department and all other areas of the business.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role; recruitment is an essential part of our diversity and inclusion activity.

## Person Specification

### Essential:

- Experience gained in a generalist HR role with strong administrative skills
- Strong IT skills especially with the Microsoft Office suite and experience of an HR Information System
- Have a methodical and organised approach, with the ability to prioritise.
- Enthusiastic in nature and willingness to contribute to the development of the department.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Self-motivated with the ability to work independently and as part of a team.
- The capacity to ensure a high degree of accuracy and quality, whilst adhering to existing procedure.
- Demonstrated ability to maintain discretion and exercise strict confidentiality.
- Demonstrates flexibility in approach to the job to ensure that duties are properly performed and to meet the operational demands of the business



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## Desirable:

- CIPD qualified or equivalent or working towards

## Competencies

- Is passionate about own contribution to Tate Commerce and Tate Eats, as well as the wider aims of Tate.
- Plans and prepares effectively to ensure delivery of the desired result
- Participates positively and fully in the team
- Able to engage with people from all levels and backgrounds
- Promotes Tate's Dignity and Respect policy in all of their activities
- Has a 'can-do' attitude and shows initiative
- Demonstrates a positive attitude towards change and new ideas
- Identifies opportunities for improvements in own area
- Open to feedback from others



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