

Post: Collection Care Administrator Apprentice

Reference: TG2883

Band: 20,755 per annum

Department: Collection Care

Contract: 18-month year fixed-term contract

Hours: Full-time

Reporting to: Collection Care Administration Manager

Location: Millbank, London and remotely (working from home)

**Background**

Tate aims to be the most artistically adventurous and culturally inclusive global art museum. We deliver this aim 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.

Tate is a British institution with an international outlook. Tate is recognised as one of the leading art organisations in the world, welcoming over 7 million visitors a year to its renowned programmes of exhibitions, displays and learning. Tate holds the national collection of British art from 1500 and the national collection of international modern and contemporary art from 1900, including works of art, library and archival material.

At the heart of Tate is the collection, currently numbering over 70,000 works spanning five centuries and providing a magnificent resource for all four Tate galleries as well as for galleries and museums regionally, nationally and internationally. The collection is shared with as wide an audience as possible and is constantly being developed and added to, consolidating it historically and tracking contemporary art as it evolves.

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

**About your team**

Collection Care’s mission is to manage and enable access to Tate’s collections in both physical and digital format. The division carries out Tate’s legal responsibilities for the care of its collections, for the benefit of the public, now and in the future. Its operations embrace the management and care of Tate’s art, archive and library collections and the facilitation of Tate’s programmes of acquisitions, exhibitions, displays, loans and international touring. Collection Care comprises three departments: Collection Management, Conservation and Library, Archive & Collections Access. It manages storage facilities and provides access to art works held in storage, by appointment, and to the Library, Archive and Prints & Drawings collections through its Reading Rooms’ services at Tate Britain.

**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 Collection Care Division. As a member of the Planning and Administration Team, the Collection Care Administrator Apprentice will carry out training on and off the job to achieve the Level 3 Business Administrator apprenticeship as part of your role. You will develop knowledge, skills and behaviours that are essential to help you effectively work with other Administrator colleagues to deliver efficient and effective administrative, financial and staff support services to the Collection Care division. As an apprentice you will spend 20% of your total time completing training as part of your apprenticeship. Each Administrator leads on a particular aspect of the service and/or takes responsibility for specific projects and initiatives across the division’s range of activities. Specific responsibilities may vary over time. All members of the team provide cover for each other to ensure a high standard of customer service is maintained.

Government rules for all levy-funded apprenticeships at Level 3 and above state that an apprentice must achieve a Level 2 certificate in English and Maths (GCSE grade 9 to 4 or A\* to C) before the apprentice takes their final apprenticeship assessment, known as the ‘end-point assessment.’ Therefore, as part of the enrolment process for your apprenticeship, you will need to participate in an online assessment provided by the apprenticeship training provider, which will identify which level of English and Maths you currently function at. If you have no prior GCSE or Functional Skills certificates of the required grades/ levels, and you score below a Level 2 in your initial assessment, your training provider will support you to achieve a Level 2 before the end of your apprenticeship and the learning for this will be incorporated in your overall training.

**What you will do**

* Undertake and successfully complete the Business Administrator Apprenticeship training (See Appendix A) including any necessary learning needed to achieve the English and Maths minimum requirements as detailed above
* Observe, learn and understand a wide range of administration skills and processes while under the direction and supervision of Collection Care staff
* 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 Division
* Learn processes and procedures to be able to deal with a range of enquiries and act as a first point of contact for Tate departments, external parties and the public
* Organise and support meetings including: scheduling, preparing agendas, booking meeting rooms, equipment and catering, and taking and circulating minutes
* Create, update and link records using Microsoft Office, Unit 4 and the Collection Management System (TMS)
* Assist with the production of management information, creating and running reports as required
* Learn and understand the procurement of goods and services, managing the corporate credit card process, processing orders and invoices and dealing with purchase and delivery issues
* Maintain facilities and equipment within the Division over the duration of the apprenticeship period are well equipped to carry out their duties
* Ensure compliance with legislation, Tate standards and procedures, Health and Safety regulations and other relevant standards and frameworks
* To perform and take part in any other duties and learning opportunities appropriate to the grade and role of the post holder

**Person Specification**

**Essential**

* Ability to work collaboratively with a diverse range of colleagues, work within a diverse team and treat all colleagues with dignity and respect
* Ability to meet the entry requirements of the Business Administrator ST0070 apprenticeship standard (Appendix A), 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
* Interest in developing business administration skills
* Ability and willingness to learn under direction of the Planning and Administration team, colleagues in the wider Collection Care division and to take responsibility for your own development
* Commitment to providing a customer-focused service
* Experience of organising your own workload in a work environment or a social/personal environment
* Computer literate, with the ability to use Word, Excel, Outlook, PowerPoint, and internet applications
* Good verbal and written communication and interpersonal skills with experience of communicating confidently and effectively
* A flexible approach to work and the ability to work effectively as part of a small team
* Attention to detail including the ability to work accurately with financial and numerical data
* A willingness to work within Tate’s values of being bold, open, rigorous, and kind

**Summary of Terms and Conditions of Employment**

**Type of Contract**

This appointment is offered as a fixed-term contract of 18 months.

**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 5LA of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £20,755 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**

For fixed-term roles, annual leave is 25 working days per annum.

In addition, we offer paid time off for the 8 public holidays and 1 Tate day (on 24 December when the galleries are closed).

**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](http://www.tate.org.uk/about/working-at-tate/diversity-at-tate).

**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.

**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 13th August 2021.

**Appendix A**

**BUSINESS ADMINISTRATOR APPRENTICESHIP STANDARD**

**Overview of the role**

Supporting and engaging with different parts of the organisation and interact with internal or external customers.

**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.

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| **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 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 themself 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.