



Post: Volunteers Administrator
Reference: TG2541
Band: 5L
Department: Visitor Experience
Contract: Permanent
Hours: Full-time, 36 hours per week
Reporting to: Administration Manager (Visitor Communications)
Location: Millbank and Bankside, 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.

As part of this vision the Visitor Experience Teams aim is to create the world's most inspiring, engaging and inclusive arts experience. We want Tate to be a place where everyone who visits:

- Really engages with the art
- Feels that Tate is 'a place for me'
- Encounters the most inspiring and knowledgeable team
- Are further inspired to buy, join, donate and participate

You can find further information about Tate on our website: www.tate.org.uk

Purpose of the job

To provide administrative support for the day to day operations of the Visitor Experience Volunteers team, supporting a team whose specialisation is in managing Tate's front of house volunteers. The Volunteers Administrator will also work alongside our Volunteers Coordinators to provide direct administrative support to our large group of diverse volunteers.

Main activities/responsibilities

- Work closely with the Senior Volunteers Manager and Administration Manager to support the smooth running of the Visitor Experience Volunteers team; respond to requests for administrative support from Visitor Experience Volunteers (VEV) managers and coordinators.
- Process volunteers expense claims, ensuring they meet financial protocols; including supporting volunteers in that process as point of contact between volunteer and Finance department.

- Process invoices for Volunteers programme and support the Administration Manager to maintain accurate financial records for that budget.
- With the Administration Manager, fulfil role as a team superuser for the volunteering management database, Better Impact.
- With the Administration Manager, maintain accurate volunteer and programme records across electronic and paper systems, including the Better Impact volunteer's database; ensuring information stored is accurate and compliant with GDPR, the Data Protection Act and Tate requirements.
- Assist with logistics for the smooth running of training and other Visitor Experience events and meetings by arranging venue, catering, AV and other requirements as needed.
- Administer Visitor Experience Volunteers team catalogue orders and Volunteer Guides catalogue orders.
- Act as a point of contact to support volunteers' administrative needs including administration of ICOM cards.
- Be the VEV point of contact between Security, Reception and volunteers in leading on the administration of security passes and records for volunteers
- Provide administrative support for the volunteer recruitment and induction process; including database updates and application processes, through reference checks and vetting processes.
- Administer the shared volunteers email inboxes and calendars
- Support the volunteers and Volunteers Coordinators with team and volunteer rotas as needed.
- Ensure the VEV team working environments across both London sites are kept at a high standard, including the monitoring of office supplies.
- Ensure that volunteer spaces across both sites are maintained to a high standard, including ensuring that volunteers have access to tools they need.
- Prepare and minute meetings as required.

Person Specification

Essential

- Proven experience of working in an administrative role supporting busy teams.
- Experience of, and ability to, process complicated or large volumes of data logically, methodically and accurately
- Excellent attention to detail when managing correspondence and working with financial information.
- High degree of computer literacy specifically working with databases, spreadsheets and email applications.
- Demonstrable experience of maintaining efficient administrative systems as well as managing electronic files and storage systems.
- A commitment to, and understanding of, the principles of diversity and the ability to apply and promote these in practice at work.
- Strong verbal communication skills and clear and concise writing skills.
- Strong interpersonal skills, with an ability to develop effective, collaborative working relationships with a wide range of people across Tate.
- A proactive and flexible approach and an ability to work as part of a team, contributing positively to team goals.
- Solutions focused approach, with confidence to use initiative when working independently.

- Effective organisational skills with a proven ability to prioritise a varied workload and work accurately and calmly under pressure to meet deadlines.
- Ability to exercise strong judgment and discretion when dealing with confidential and sensitive information.
- Ability to form positive working relationships and adapt communication style to meet the needs to a wide range of diverse volunteers.
- An interest in working with volunteers and commitment to best practice relating to managing volunteers.
- An interest in and commitment to the work of Tate.

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on 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 this post will be made at the minimum of the band at £23,536 per annum.

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
- **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/ 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 **Sunday 5 January 2020 by midnight.**

Our jobs are like our galleries, open to all.

