



Post: Visitor Experience Manager
Reference: TG1923
Band: 4R
Department: Visitor Experience
Contract: Permanent
Hours: Full-time
Reporting to: Senior Visitor Experience and Operations Manager
Responsible for: Visitor Assistants
Location: Albert Dock, Liverpool

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.

Located on the Albert Dock since 1988, Tate Liverpool is one of the largest galleries of modern and contemporary art outside of London, showing the Tate Collection of modern and contemporary art in new and engaging ways alongside ambitious special exhibitions.

The Visitor Experience team is responsible for front of house functions at Tate Liverpool and its aim is to deliver an exceptional service in a welcoming and informative environment. The team works proactively to enable all visitors to explore, engage with and enjoy our galleries. They also ensure the safety of the art we show.

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

Purpose of the Job

To lead and motivate Tate Liverpool's front of house team to deliver an exceptional service for visitors in a welcoming and informative environment that engages visitors with art and enables them to get the most from their visit.

Main Activities/Responsibilities

Visitor Experience and Management

- Line manage a small team of Visitor Assistants.
- Lead and motivate the team of Visitor Assistants to ensure the delivery of an exceptional visitor experience and high standards of visitor and artwork care, safety, security and building presentation.

- Ensure effective communication channels exist for notifying changes and developments to own team and the wider department.
- Work collaboratively with the Visitor Experience team and Tate front of house services (including catering and retail) to ensure a consistent and seamless service is provided to visitors.
- Be aligned to Tate's vision and support the Tate-wide Visitor Experience Values.
- Support the delivery of gallery events ensuring that they meet the conditions set out in the premises licences, evacuation procedures, occupancy levels, etc and that a Duty Manager is nominated.
- Act as Duty Manager on a rota basis.
- Carry out impact assessments of exhibitions and displays to ensure accessibility for all visitors is considered.
- Collate and respond to written visitor comments and feedback within agreed time frames.
- Develop and maintain a programme of talks for gallery visitors and groups.
- Monitor and update all visitor information including the foyer screen display system (VIS).

Security, Health and Safety

- Ensure the safety and security of visitors, staff and works of art through the implementation of agreed health, safety and security procedures, including risk assessments.
- Respond to Tate security procedures including states of vigilance and put in place appropriate local responses.
- Be part of the call-out roster in case of emergencies. This is a shared responsibility for the post-holder and the Senior Visitor Experience and Operations Manager and includes the Senior Management team, as required.
- Be responsible for managing the opening and closing procedures of the galleries.
- Be a First Aider.

Membership and Ticketing

- Ensure Visitor Assistants are equipped with the skills to undertake membership and ticketing duties and contribute to the delivery of targets for exhibitions admissions, Gift Aid and Memberships.
- Input exhibition and event details on the box office system (ENTA), ensuring accuracy and timeliness.
- Work with Membership and Ticketing Services in London to deliver agreed activities relating to the recruitment and retention of Tate Members
- Oversee the cash handling and reconciliation processes on a daily adhering to Tate's financial procedures.

Person Specification

Essential

- Previous management experience in a front of house role in a visitor attraction or similar environment and an understanding of health, safety and security standards as they affect a large public venue.
- Passionate about offering outstanding visitor care and experience of working through others to deliver a high-quality visitor service in a fast-paced public-facing environment.

- Experience of managing staff with an ability to lead, motivate and develop a team.
- Experience of creating a working environment that encourages equality, diversity and inclusion, and the ability to create an inclusive, respectful culture within a team
- Highly organised with the ability to prioritise, coordinate and delegate tasks in order to meet deadlines whilst staying calm under pressure.
- Calm and confident when dealing with emergency situations with the ability to assess situations and use discretion and judgement to find solutions to problems.
- Good written communication and interpersonal skills with the ability to deal effectively and confidently at all levels, internally across departments and with external contacts.
- Computer literacy – knowledge of Windows-based applications, word processing, database, spreadsheet, internet and email applications. Knowledge of a box office system – Tate uses ENTA software.
- Collaborative approach and ability to work effectively as part of a team.
- The ability to respond to diverse visitors' needs and requirements.
- Able to work out of hours as required and with notice.
- An interest in and commitment to the work of Tate.

Desirable

- Previous relevant experience in a gallery or museum.

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 across a 7-day rota. There will be regular out of hours working to attend events.

Salary

This post is graded on Band 4R of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £22,269 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
- 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.
- Childcare Vouchers Scheme – offering savings on tax and national insurance.
- 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 **Monday, 23 April 2018 by 17.00**. Interviews will be held on **Wednesday, 9 May 2018**.

Our jobs are like our galleries, open to all.

