



**Post:** Membership and Ticketing Services Assistant  
**Reference:** TG2568  
**Band:** 6L  
**Department:** Membership and Ticketing Services  
**Contract:** Fixed-term  
**Hours:** Full-time and part-time  
**Reporting to:** MTS Manager  
**Location:** Millbank, London and Bankside, London

## **WHO WE ARE AND WHAT WE DO**

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.

Tate Membership and Ticketing Services (MTS) operates the sales and servicing of Tate's ticketing, membership, groups, tours and experiences offers, alongside Tate's contact centre. Our aim is to deepen our customers and members relationship with Tate, through providing convenient and personalised interactions that inspire them to buy, join, donate and participate.

We are based in the galleries at Tate Britain and Tate Modern and in our contact centre based at Tate Britain. Our service operates seven days per week; including Friday and Saturday until 22:00. Weekend and late-night working is by rota on a regular basis.

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

## **ABOUT THE ROLE**

Providing a quality front line service to all Tate visitors, Members and other customers by selling tickets, memberships and related products as well as offering a friendly and helpful welcome on behalf of the organisation.

## **WHAT YOU WILL DO AS A MEMBERSHIP AND TICKETING SERVICES ASSISTANT**

- Sell tickets and memberships and seek to increase sales through actively engaging customers.
- Proactively promote and sell Tate's membership scheme and gift aid as well as a range of other products and services.
- Participate in all creative sales initiatives and telemarketing campaigns as required.

- Deliver world class customer service, and answer telephone, written and in-person enquiries with a welcoming and informative approach.
- Awareness of and commitment to the principles of dignity and respect in terms of diversity, when engaging with colleagues and customers.
- Perform data input accurately and speedily and adhere to Data Protection guidelines, capturing customer data to the departmental standard.
- Take full details of any comments regarding Tate's customer service and to deal with these in accordance with departmental guidelines.
- Follow departmental cash handling and till management procedures, performing accurate end-of-day till reconciliation, keeping any till errors within departmental standards.
- Ensure work areas are clean and tidy and gallery desks professionally presented with fully stocked leaflets and stationery. Maintain a suitable dress code.
- Report any hardware or software problems in accordance with departmental guidelines
- Work on a rota basis including weekends and evenings.

## **WHAT YOU WILL BRING TO THE ROLE**

- Have proven experience of working in a front-line, retail, sales-focused or customer service environment.
- Be passionate about providing excellent customer service and enjoy engaging with people from different backgrounds and creating a positive experience.
- Understanding of the principles of inclusion and diversity, and experience of proactively applying and promoting these in practice at work.
- Be a strong communicator who is great at explaining things clearly and confidently to a range of people both verbally and in writing. Excellent organisational skills with the ability to prioritise a varied workload and work accurately and calmly under pressure to meet deadlines.
- Confidence to proactively up-sell and cross-sell over the phone and in person.
- A collaborative approach to team working and the ability to work with others to find solutions, using own initiative and creativity, while maintaining a positive and flexible approach.
- Have the resilience to positively and constructively respond to challenges.
- Excellent computer skills, including a good understanding of Microsoft Office.
- Have the ability to work accurately with figures with good attention to detail and experience of cash handling and other methods of payment.
- Have an interest in, and commitment to, the work of Tate.

## **Summary of Terms and Conditions of Employment**

### **Type of contract and working hours**

#### Full-time hours

- Fixed-term full-time contracts from February until the end of September 2020. Full-time hours are 36 hours per week (5 days, including 1 weekend in every 3).

Your normal daily starting time will be between 09.30 and 13.30 and daily finishing time between 18.00 and 22.00 Monday to Sunday.

### Part-time hours

- Fixed-term part-time contracts from February until the end of September 2020. Part-time hours are 21.6 hours per week to be worked on Friday, Saturday and Sundays.

You will be asked to confirm on your application whether you wish to apply for either the full-time or part time positions. We are unable to accept applications for both positions.

Due to the nature of the role you will be required to work flexible hours and available to work regular weekends and unsociable hours and comfortable with late night travelling.

### **Salary**

This post is graded on Band 6L of the Tate pay scales.

#### Full-time:

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

#### Part-time:

An appointment to this post will be made at the minimum of the band. Accordingly, the starting salary for this post will be £12,453 per annum (ie pro rata to £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**

Annual leave is 25 working days per annum. This will be calculated on a pro-rata basis for those on part-time and/or fixed-term contracts. For permanent appointments annual leave will rise to 27 working days per annum (pro rata for part-timers) 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). For the part-time and fixed-term positions this will be calculated on a pro rata basis according to the number of hours worked per week and duration of the contract.

### **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.

## 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/](http://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, 20 January 2020 at midnight**.

*Our jobs are like our galleries, open to all*

