



**Post:** Senior Volunteers Manager  
**Reference:** TG2345  
**Band:** 2L  
**Department:** Visitor Experience  
**Contract:** Permanent  
**Hours:** Full-time  
**Reporting to:** Head of Visitor Experience  
**Responsible for:** 3 x Volunteers Managers  
**Location:** Bankside, London/Millbank 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.

Tate manages a successful volunteers programme with over 400 volunteers working with our audiences, our art collections and our gallery spaces. They undertake a wide range of roles including gallery guides, visitor hosts, family and young people hosts, learning volunteers, library and archive volunteers and garden volunteers. Although largely front-of-house engaging with visitors, our volunteers also provide skills, time and passion in behind-the-scenes roles.

The Volunteers Management Team is part of the Visitor Experience Department within the Audiences Division. The Senior Volunteers Manager manages the Volunteers Teams at Tate Britain and Tate Modern and provides strategic advice, guidance and support to Tate Liverpool and Tate St Ives and advising all departments on best practice in volunteer management.

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

## **Purpose of the Job**

To lead and develop the London Volunteers Management Team and volunteer programmes to support our mission to serve as artistically adventurous and culturally inclusive art museums for the UK and the world.

## **Main Activities/Responsibilities**

### **Volunteers**

- Lead the development and delivery of Tate's volunteers strategy and plan, ensuring it is effectively integrated into Tate's world-class visitor experience and aligned to the strategic plan for the Audiences Division and Tate overall.

- Devise, develop and deliver volunteer programmes for Tate Modern and Tate Britain offering a wide and varied range of volunteering opportunities, ensuring that all schemes meet volunteering best practice.
- Working closely with the Head of Visitor Experience, lead and develop the volunteer element of the visitor engagement plan.
- Lead the Volunteer Guides team to develop and deliver tours, talks and live interpretation which engage broad audiences with art, bringing the subject matter to life.
- Lead the Hosts Team including visitor, family and young people's hosts, to create a warm welcome, support on-site activities, and things to do for families.
- Develop and implement strategies to further diversify the pool of volunteers and create an inclusive and welcoming environment.
- Provide cross-departmental advice and guidance on best practice to Tate colleagues responsible for working with volunteers.
- Promote volunteering both within Tate and externally, to optimise the benefits volunteers bring, and to attract a wide range of volunteers to the organisation.
- Define and deliver KPIs around visitor participation and satisfaction with volunteer-led activity, volunteer satisfaction, and volunteer engagement.
- Work closely with the Senior Visitor Experience Managers at both London sites, ensuring the seamless delivery of our 'one Tate' aspiration for front of house teams.
- Manage the recruitment of new volunteers, in line with Tate's diversity strategy, and by developing community and other organisational networks.
- Working in partnership with colleagues, devise and deliver training and development programmes for volunteers to support them in carrying out their roles.
- Lead on communications with volunteers, ensuring we have effective systems in place to communicate both at scale and with individuals.
- Set up and oversee systems to maintain all volunteer records, manage processes including inductions, rotas and training and support, ensuring these comply with GDPR and Data Protection Act standards and volunteering best practice.
- Keep up-to-date with developments across the volunteering sector, bringing learnings to Tate.

## **Leadership**

- Lead the Volunteers Management Team, setting vision and purpose and a clear strategic plan to help drive positive organisational and culture change.
- Line manage the Volunteers Managers, including recruitment, performance management, training and personal development. Ensure the team are motivated, resourced and equipped to successfully manage our volunteers and deliver for our visitors.
- Devise and review volunteer policies, processes and guidelines, in line with best practice, to be used across Tate.
- Ensure Tate's volunteers have good understanding of Tate's mission, vision and values, and how their roles support and promote these concepts.
- Develop and embed a culture and systems for evaluating the success of schemes, and listening to visitor, volunteer and staff feedback, in order to inform continuous development.
- Manage strong stakeholder relationships across the organisation in relation to volunteering, including with Collections Care, Library and Archive, Learning, and Group Tours.
- Working with Head of Visitor Experience, manage the budget for volunteer programmes, including setting the budget, providing accurate, timely and up-to-date forecasts of spending and ensuring effective budget management processes are in place in line with Tate's financial procedures.
- Develop approaches for recognising and celebrating the contribution of volunteers.

## **Person Specification**

- Proven experience of devising and delivering a successful volunteer strategic plan
- Substantial experience of leading a large, complex and highly successful volunteer programme
- An inspirational leader with outstanding people skills and the ability to set a clear vision and a track record of creating engaging volunteer programmes
- Proven experience in a line management role including recruiting, managing performance, coaching and developing staff to enhance their skills and contribution
- Demonstrable success in creating a positive, inclusive working culture, engaging teams, and leading positive culture change
- Significant experience in successfully supporting visitor engagement through teams of volunteers, with a proven creative approach to engaging a wide variety of audiences, creating a world class experience which positively reflects the brand
- Significant volunteer human resources experience including recruiting, training, developing and performance management of large, successful volunteer teams
- A proactive approach to promoting the principles of diversity and inclusion as they affect the engagement of broad and diverse audiences
- Demonstrable experience of improving the efficiency and effectiveness of services through establishing structures, communications, resource planning, scheduling, and risk management
- Outstanding interpersonal and communication skills with the personal impact and ability to lead, influence and work collaboratively to deliver results
- Passion and enthusiasm about the benefits of great volunteer involvement as well as an understanding of the differences between staff and volunteers - particularly the legal framework, the approach to reward and recognition and different motivation
- Proven project management expertise with the ability to establish, trial and deliver new audience-facing initiatives
- Business management skills including strategic and financial planning and risk and budget management
- Understanding of GDPR compliance and practices in relation to 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**

The working hours for this post are 36 hours per week worked over 5 days per week, Monday to Friday, with two rostered rest days each week.

Due to the nature of your role you may be required to work occasionally in the evenings and at weekends, you will receive time off in lieu to compensate when this is required.

### **Salary**

This post is graded on Band 2L of the Tate pay scales.

An appointment will be made at £36,695 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](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 **Wednesday, 4 September 2019 at midnight**.

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

