



Job description

Job title	Operations Data Officer
Department	Development
Contract	Permanent
Salary	£30,848 per annum
Hours	Full time, 36 hours per week
Location	Millbank
Reporting to	Senior Manager, Data and Income

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 the national collection of British art from the 16th century to the present day, and international modern and contemporary art from 1900 to the present day, spanning all continents. We seek to expand access to the collection and deepen understanding of art in all its diversity.

Tate is a leading global institution, and we influence critical thinking about art practice. Tate is committed to maintaining free entry for audiences to our collections. We see access to art for everyone as a universal human right and we see our galleries as sites of creative learning. We want to champion the importance of making art and encourage people to explore the many ways in which art is created and develop their own creative potential.

We want to welcome audiences that better reflect the towns and cities in our nation and attract a diverse international public. Our reach is already powerful. We intend to increase its impact across society, with art that resonates around the world.

Everyone who works at Tate has a role to play in achieving these goals. We offer exciting work built around our love for art, and have a strong commitment to equality, diversity and inclusion, with the aim to have our workforce and audience as diverse as the communities we serve. And everything we do is only possible thanks to our fantastic colleagues, who really know their stuff, support each other and want to do the best for our audiences.

We hope you will consider joining our team.

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

About the role

To champion best use and ongoing development of the Development Division's database (Raiser's Edge) to ensure it is a key tool supporting fundraising performance and growth. This will involve providing a full programme of user training and support to ensure that database use is continually optimised, providing analysis, and reporting within Raiser's Edge and working with the Senior Manager, Data & Income to produce robust procedures and documentation to support database use.

About your team

The Tate Development office was founded in 1990 to raise funds from the private sector for revenue and capital projects at Tate. It has expanded over the years to meet growing gallery needs and is now one of the most successful arts fundraising teams in the UK. The majority of personnel are based in London with staff in Liverpool as well as an independent charity in New York that raises funds in support of Tate's work.

What you will gain

Motivated, and skilled people are key to our continued success, and we want everyone at Tate to have the opportunity to develop and thrive. In this team, you will be encouraged to contribute your ideas, realise your potential, and learn new skills and knowledge.

What you will do (Main Duties and Responsibilities)

Database Administration:

- Work closely with the Senior Manager, Data & Income to support the delivery of an effective database system and monitor its daily performance including availability, usage and fault finding, liaising with Tate Information Systems and the external system provider as necessary.
- Contribute to the definition of what data should be captured by each functional team and ensure the highest levels of data quality within the database by each team.
- Conduct data projects to address data inconsistencies to ensure data quality is optimised and standardised.
- Produce regular housekeeping reports to check for and address data issues.
- Input into the production of detailed, robust, and tested user documentation and procedures.
- Support system administration and configuration including application settings, user accounts, security, and access rights.
- Support the matching of data across Tate systems.
- Work with the system supplier to ensure ongoing support and upgrades are effectively managed.
- Support the evaluation and testing of new versions and upgrades.

User Support:

- Provide support and guidance to all Tate users including induction training and be the first point of contact for user queries.
- Provide an ongoing programme of user refresher training and "master classes" in key database areas and activities.

- Work with users to improve working methods and make suggestions for enhancing the system and Development working practices.
- Produce standard and ad-hoc queries, reports, and analysis to agreed timescales; both within Raiser's Edge and Excel. This will include the production of reports and analysis to support the Prospect Management Strategy and Divisional Key Performance Indicators.
- Ensure fundraisers are supported to perform their own querying, reporting and analysis within the database as appropriate.

What you will bring to the team

- Proven experience administering a Raiser's Edge (or similar) contact management database in a fundraising environment, delivering a programme of continuous improvement in relation to Database use and functionality.
- High level of computer literacy – able to use word processing, email, internet applications and databases to support own work as well as Excel and/or Access to manipulate data.
- Proven experience of producing robust procedures to support fundraising activity.
- Effective training skills to support colleagues becoming more confident in database use to ensure its maximum potential.
- Knowledge of GDPR, the Data Protection Act, and Freedom of Information act and Gift Aid requirements.
- Strong organisational skills with proven ability to solve problems pragmatically and in a spirit of co-operation, operate under pressure, deal with conflicting demands, and prioritise tasks to meet deadlines with close attention to detail.
- Excellent interpersonal, verbal, and written communication skills. Able to communicate confidently and with empathy with a broad range of people and develop effective working relationships.
- A customer-focussed approach to service provision and the ability to deliver first-class customer service as part of a team and on own initiative.
- Experience of working in an environment that encourages equality, diversity and inclusion, and the ability to create an inclusive, respectful culture within a team.
- An interest in and commitment to the work of Tate.

The requirements listed here are guidelines, not hard and fast rules. You don't have to satisfy every requirement and we welcome candidates who bring transferable skills. Applying gives you the opportunity to be considered.

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](#).

Our Values

- **Open:** we're welcoming, generous-spirited and inquisitive, with an open-source attitude that thrives on collaboration.
- **Bold:** we have the courage of our convictions, we're willing to take imaginative risks: we aren't afraid of failure - so long as we learn from it.
- **Rigorous:** we'll win people's trust if we're accountable for our actions and excellence underpins everything we do.
- **Kind:** we value and respect each other, our partners, and our visitors, striving to make every encounter memorable and enriching.

Benefits

- Birthdays off each year
- 25 days leave per year
- A pension scheme with generous employer contributions
- Life Assurance and Income Protection for DC scheme members
- 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
- Free access to other galleries and museums abroad through the International Council of Museums (ICOM) membership

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 7 April 2024 by midnight.

Where vacancies attract large volumes of applicants, we reserve the right to close this vacancy early. Therefore, if you are interested, please try to submit your application as early as possible.

