



Post: Membership Executive, Tate Members
Reference: TG2376
Band: 4L
Department: Membership
Contract: Permanent
Hours: Full-time
Reporting to: Head of Membership
Location: 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's Membership scheme was established in 1958 specifically to support the work of Tate and is overseen by Council who act in an advisory capacity to the Tate Board. Membership is growing with over 150,000 Tate Members and 75,000 Tate Collective Members and ambitious plans for future growth. Through a contribution of around £16 million annually, Tate Members fund acquisitions and support the programme and developments at Tate Modern, Tate Britain, Tate Liverpool and Tate St Ives. A diverse group, Members are frequent visitors and fervent advocates for Tate, and beyond their membership the source of other forms of income and support such as advocacy, booking for events and courses, spending in the shops and restaurants, donations, legacies.

Our ambition is to grow the membership, maximise the donation to Tate, increase the Members involvement, and make Tate Members the most attractive scheme of its kind anywhere. In addition we are exploring new ways for individuals to be involved and engaged in the work of Tate. We are looking for a dedicated and motivated individual to help develop this vision.

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

Purpose of the Job

To support the work of the team including assisting with the administration of the membership team, maintaining financial records, helping with the management of the Members Advisory Council and working with the team to develop the membership experience.

Main Activities/Responsibilities

- Act as liaison and first point of contact in respect of the Members Advisory Council.
- Manage the financial administration for the Membership, Insights and Tate Etc team.

- Co-ordinate preparations for Tate Members Council meetings, sub-Committees and the AMM: agree dates, book rooms, arrange travel where necessary, request, collate and circulate papers – and take the minutes.
- Collaborate with the Restaurant and Members Room Managers to review the level of service offered to Members and to co-ordinate in collaboration with the Curatorial teams Artist Commissions in the Members Rooms.
- Plan and organise the annual programme of Members events in collaboration with the Gallery Events, Tate Enterprises and Adult Programmes teams.
- Co-ordinate the benchmarking and competitive monitoring of the Tate membership scheme against other membership schemes in relevant sectors.
- Assist the Head of Membership in the administration of Tate Members: arranging meetings, travel, handling and responding to general enquiries.
- Co-ordinate the management of one-off projects as agreed with the Head of Membership.
- Undertake desk research to contribute to support existing and new product development.

Person Specification

Essential

- Excellent demonstrable administrative skills – the ability to manage and maintain records, organise meetings, take minutes and manage diaries.
- Enthusiastic for the Members and willing to act as an ambassador for them.
- Self-motivated, resilient and empathetic, with an aptitude for finding creative solutions.
- Able to work effectively as part of a team as well as on own initiative; able to work unsupervised to a high level.
- Pragmatic and resourceful approach, ability to juggle priorities across a number of different tasks and work under pressure to meet deadlines.
- Committed to excellence in customer service, with a good understanding of what this entails.
- Meticulous attention to detail and a methodical approach to work.
- Confident and diplomatic in communicating with colleagues at all levels.
- Skilled in office administration, proficient in MS Office, Word, Excel and PowerPoint.

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. Some occasional out of hours working may be required.

Salary

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

An appointment to this post will be made at the minimum of the band at £25,774 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.
- 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, 9 June 2019 at midnight**.

Our jobs are like our galleries, open to all.

