



Post: Visitor Experience Communications Administrator
Reference: TG2312
Band: 5L
Department: Audiences
Contract: Permanent
Hours: Part-time; 21.6 Hours (3 Days) per week
Reporting to: Administration Manager (Visitor Communications)
Location: Millbank and Bankside, London

Background

Tate aims to be artistically adventurous and culturally inclusive art museums for the UK and the world that are open, bold, rigorous and kind in all that we do.

We want to celebrate the art of the past and present in its complexity and diversity, supporting artistic risk taking and deep scholarship, shared with all our audiences, in our buildings, in exhibitions we tour, through works we loan and across our digital spaces.

We want to welcome audiences that better reflect the towns, cities and the nation we are part of and attract a diverse international public. Our reach is already powerful, and we want to broaden this to connect across society, with art that is relevant for people today and that has a powerful impact in the world.

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 how they can develop their own creative potential.

We hold the national collection of British art, spanning 500 years, and of modern and contemporary international art that reaches across all continents: we want to share and celebrate access to this collection and deepen knowledge and understanding of its importance.

As part of this vision the Visitor Experience Teams aim is to create the world's most inspiring, engaging and inclusive arts experience. We want Tate to be a place where everyone who visits:

- Really engages with the art
- Feels that Tate is 'a place for me'
- Encounters the most inspiring and knowledgeable team
- Are further inspired to buy, join, donate and participate

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

Purpose of the job

To provide administrative support to the Visitor Communications Team, enabling them to efficiently balance their responsibilities working with visitors at front of house with administrative and project work at back of house, over a 7-day week at two sites.

Main activities/responsibilities

- Work closely with the Administration Manager to support the smooth running of the Visitor Communications department; respond to requests for administrative support from Visitor Communications Managers.
- Oversight of the Visitor Communications team's period rotas and weekly rosters, ensuring operational requirements are met in balance with office-based projects and personal requirements of team members.
- Administer the shared Communications inboxes and calendar; responding to and managing rota requests in a timely fashion.
- Process invoices for Communications department and support the Administration Manager to maintain accurate financial records for that budget.
- Maintenance of accurate Annual Leave records and related staffing processes for the Visitor Communications team.
- Compile statistical data and other reports (such as absence reporting) as requested.
- Support the Administration Manager to process Visitor Communications overtime claims; keeping accurate staffing cost records up to date.
- With the Administration Manager, ensuring that personal information stored is accurate and kept in line with GDPR, the Data Protection Act and Tate requirements.
- Assist with logistics for the smooth running of training and other Visitor Experience events and meetings by arranging venue, catering, AV and other requirements as needed.
- Assist with the compilation and updates of administrative and information resources, for example, administrative procedures and team handbooks.
- Ensure the Visitor Communications team working environments across both London sites are kept at a high standard, including the monitoring of office supplies.
- Prepare and minute meetings as required.
- Administer Visitor Communications team catalogue orders.

Person Specification

Essential

- Proven experience of working in an administrative role supporting busy teams.
- Experience working with team scheduling systems.
- Excellent attention to detail when processing data, managing correspondence and working with financial information.
- High degree of computer literacy specifically working with databases, spreadsheets and email applications; experience of managing electronic files and storage systems.
- Demonstrable experience of maintaining efficient administrative systems.
- A commitment to, and understanding of, the principles of diversity and the ability to apply and promote these in practice at work.
- Strong verbal communication skills and clear and concise writing skills.
- Strong interpersonal skills, with an ability to develop effective, collaborative working relationships with a wide range of people across Tate.

- A proactive and flexible approach and an ability to work as part of a team, contributing positively to team goals.
- Effective organisational skills with a proven ability to prioritise a varied workload and work accurately and calmly under pressure to meet deadlines.
- Ability to exercise judgment and discretion when dealing with confidential or sensitive information.
- Commitment to supporting a visitor facing team.
- 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 part-time permanent contract.

Working Hours

Normal working hours for this post are 21.6 hours per week to be worked over 3 days per week, Monday to Sunday.

Salary

This post is graded on Band 5L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band. Accordingly, the starting salary for this post will be £13,470 per annum (ie pro rata to the full-time equivalent of £22,450 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 15 working days per annum (ie pro rata to the full-time entitlement of 25 working days per annum) rising to 16 working days per annum (ie pro rata to the full-time entitlement of 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) on a pro rata basis according to the number of hours worked per week.

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 3years 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 **Thursday, 11 April 2019 at midnight**.

Our jobs are like our galleries, open to all.

