



Job Description

Job title	Membership and Ticketing Services Assistant
Department	Membership and Ticketing Services
Contract	Permanent or Fixed-term
Salary	£28,168 (pro-rata for part time)
Hours	Full-time and Part-time hours available
Location	Tate Britain and Tate Modern
Reporting to	Sales and Operations Managers

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.

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

About the role

Working across Tate's London galleries and visitor contact centres, the MTS Assistant role is responsible for customer and member experience, proactively selling tickets, memberships, retail, catering, and other related products, across all channels.

The role provides outstanding levels of service to our visitors, customers, and members, driving income on behalf of Tate and its mission.

For this job, a passion for people, customer service, and sales is key.

About your team

Membership and Ticketing Services sit within the Trading Department which spans both Tate Commerce and the Audiences division. The Audiences division works to drive reach, revenue, and reputation for Tate - growing and diversifying audiences, generating income to support Tate's work, positioning the brand, and creating inspiring and engaging experiences for everyone who visits.

Our aim is to deepen our customers' and members' relationships with Tate, through providing convenient and personalised interactions that inspire them to buy, join, donate, and participate. We are product and experience agnostic – providing what the customer wants, whether that's a membership, a book, or a tour. We strive to provide first point resolution to

any visitor's service or product needs. We work across various channels; in person in our galleries, on the telephone, emails, social, online, or via post. We work in a fun, varied and fast paced environment spanning front and back of house across: Membership, Ticketing, Retail, eCommerce, Commercial Systems, Groups, Tours, Experiences, and Financial Operations.

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)

- Provide welcoming, engaging, and personalised conversations with our customers, visitors, and members across all channels and on behalf of all Tate sites and activities.
- Provide timely, first point resolution to a customer, visitor, and members' queries across all channels.
- Deliver a concierge level of service to our members.
- Be accountable for driving sales of all products, across all channels. Providing a 'One Tate' experience for our visitors, customers, and members.
- Sell tickets, converting to Gift Aid, and other related products.
- Actively promote and convert customers and visitors to our membership scheme – across all channels and including in-gallery mobile sales activities such as queue recruiting.
- Sell Commerce, Eats, and other related products to provide a one-stop-shop for our customers, visitors, and members.
- Accurately collect all customer data, inline with GDPR and department guidelines.
- Champion the voice of the customer and our members, feeding back ideas, improvements, and comments.
- Actively seek out Tate-related content, gaining knowledge to act as ambassadors about our galleries, products, events, and policies.
- Maintain up-to-date knowledge of; ticket types, members, Commerce and Eats products, promotions, and events, actively promote these, and look for opportunities to upsell and through quality conversations.
- Act as the Tate central switchboard for incoming business-related calls.
- Use your own skills to train new team members and colleagues from across the wider business in all aspects of our department.
- Participate in all service and sales initiatives and telemarketing campaigns.
- Follow departmental cash handling and till management procedures, performing accurate till reconciliations and maintaining till errors within departmental standards.
- Follow all regulatory and departmental policies to provide accurate information and compliant service and sales of all products.

What you will bring to the team

You will be hardworking and a strong team player with an energetic, fun, and service-focused attitude. You will have outstanding interpersonal skills and be able to deliver outstanding experience to all of our audiences, converting them to buy, join, donate, and participate.

In addition, you will:

- Be passionate about providing excellent customer service and enjoy engaging with people from different backgrounds and creating a positive experience.
- Have proved experience working in a front-line, retail, sales-focused or customer service environment.
- Be a strong communicator who is great at explaining things clearly and confidently, both verbally and in writing.
- Like to take personal responsibility for dealing with issues and always make sure you deliver on your commitments.
- Have an awareness of, and commitment to the principles of dignity and respect.
- Thrive in a very busy environment where your organisation skills help you to get things done on time and to a consistently high standard.
- Be a confident salesperson who proactively seeks out and enjoys proactive sales opportunities.
- Enjoy being part of a team and like to create and maintain positive relationships with those around you.
- Have the resilience to respond to challenges positively and constructively.
- Be confident and competent using a computer and understand office systems such as Microsoft Office, Tessitura, OpenScape, IE/Chrome, Outlook.
- Enjoy working flexible hours including regular weekends and unsociable hours. Comfortable with late night working and travelling.
- 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.

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

- Interest-free Season Ticket Loan
- Birthdays off each year
- 25 days leave per year, rising to 27 (pro rata for part time colleagues).
- 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 12 September 2024 by midnight, however we reserve the right to close the campaign earlier than the stated deadline if we receive an overwhelming number of applications, should this occur, we will notify you via email.

