



Post: Patrons Manager
Band: 3L
Reference TG1195
Department: Major Gifts, Audiences and Development
Contract: Permanent
Hours: Full-time
Reporting to: Head of Patrons
Location: Millbank, London

Background

Tate aims to be the most artistically adventurous and culturally inclusive global art museum. We deliver this aim 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.

The Development Office is responsible for all fundraising at Tate, implementing strategies to raise support from all sectors for a variety of revenue. It raises money from corporate events, membership and sponsorship, trusts and foundations, the public sector and individual donors.

This role sits within the Major Gifts and Public Sector team and focuses on raising funds from individual donors, primarily through the Patrons membership scheme. Cross-departmental work is key to our successes in increasing fundraising opportunities, so the role will include responsibilities to identify and develop fundraising opportunities beyond the Patrons scheme, encouraging Patrons to support in other ways and on the other hand identifying potential prospects for the Patrons scheme within other groups of Tate supporters as and when relevant.

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

Purpose of the Job

Working closely with the Head of Patrons and the Associate Director of Philanthropy, to grow and maintain the Patrons scheme, with a particular focus on the Young Patrons group, with a view to maximising income potential and presenting an exciting, inclusive and diverse Young Patrons programme.

Main Activities/Responsibilities

Strategy & Management

- Work closely with the Head of Patrons to plan and implement an effective strategy for the Young Patrons scheme within Tate Patrons, in order to meet annual income and new business targets and encourage Young Patrons to increase their involvement with Tate.
- Create and deliver a Young Patrons engagement programme that supports the objectives of the scheme and is complementary to the wider Patrons programme, in collaboration with relevant colleagues.
- Support the Head of Patrons in carrying out ongoing reviews and benchmarking exercises of the Patrons scheme that consider how Tate can best deliver a successful programme.

External Relationships & Fundraising

- Recruit new Patrons at all levels over the telephone, in person and in print.
- Develop strong relationships with existing Young, Silver, Gold and Platinum Patrons.
- Manage an individual portfolio of current and prospective Patrons, with particular emphasis on Young Patrons, progressing their relationships with Tate in accordance with agreed strategy.
- Serve as the primary Tate contact for the co-Chairs of the Young Patrons and the Young Patrons Ambassadors, and build effective working relationships with these and other key external volunteers to identify new Patron prospects and collect feedback on the Patrons programmes.
- Ensure first-class donor stewardship adhering to best practice and Tate policy, and provide excellent customer care by responding to queries swiftly and effectively.

Internal Relationships & Collaboration

- In collaboration with the Head of Patrons and colleagues across Tate, identify and capitalise on opportunities to further engage current Patrons of all levels and to foster awareness of the Patron schemes amongst supporters of other areas of activity.
- In collaboration with the Head of Patrons, as well as Corporate, Major Gifts and Advocacy & Events teams, plan the Young Patrons annual party. Responsibilities include creating a special guests list for the event; establishing an entertainment programme including DJs and special activities in the galleries on the evening; preparing speaking notes for senior staff and senior volunteers speeches; approaching corporate supporters at least six months in advance of the party; securing a corporate contract; monitoring and following up on the delivery of the corporate supporters' benefits.
- Build and maintain working relationships with senior colleagues in Development and across Tate, promoting the objectives of Tate Patrons and ensuring productive cross-team liaison.
- Build and maintain working relationships with Tate curators, and manage their involvement in the Young Patrons programme.
- Work closely with the Operations team to ensure new Patron prospects at all levels are identified and researched.

Operational

- Implement the agreed strategy for renewing Patrons on time, with the aim of meeting annual targets for donor retention.
- In collaboration with the Patrons Events Manager and fellow Patrons Managers, contribute as required to the planning and delivery of recruitment events as well as the seasonal events programmes for current Patrons, such as private collection visits, studio visits with artists from the Tate collection, London galleries tours, special events at Tate and in other institutions, social drinks and dinners at least three times a year, short trips in the UK and activities in a European city once a year.
- Oversee the subscriptions administration for joining Patrons, and the ongoing administration of current Patron memberships, in liaison with fellow Patrons Managers and with the support of the Patrons Officer and Administrator.
- Capture and record donor intelligence and feedback before, during and after Tate events.
- Ensure donor records are kept current and accurate.
- Attend out-of-hours Tate events when necessary.
- Keep up-to-date with practice in the field.
- Any other duties commensurate with the position as required.

Person Specification

Essential:

- Experience and a personal track record of success in face-to-face fundraising and donor development, preferably in the arts sector, or comparable high-value client-focused experience.
- Experience and proven capability in working with high-level donors and senior volunteers.
- Commitment to donor stewardship at the highest level.
- Ability to meet challenging fundraising targets and familiarity with financial tracking.
- Excellent written and verbal communication skills, with the ability to create a compelling case for support and to communicate this effectively both face-to-face and written copy.
- Excellent interpersonal and presentation skills, with the ability to liaise confidently and diplomatically both externally and internally at all levels.
- Excellent time and project management skills, with the ability to juggle competing priorities and deliver to deadlines.
- Entrepreneurial, proactive and self-motivated, with a demonstrable desire to achieve results and enthusiasm for working in a fast-paced environment.
- A team player, with the ability to work collaboratively, positively and creatively with colleagues to achieve shared goals.
- A flexible approach to work, with the ability to work outside standard hours as required.
- High degree of computer literacy, with knowledge of Windows-based applications including Word, Excel and Outlook, as well as relationship databases and internet applications.
- Knowledge of trends, techniques and best practice in fundraising.
- Interest in, and commitment to, the work of Tate.

Desirable:

- Knowledge of and experience in fundraising targeted at the under 40 demographic.
- Good understanding of membership schemes

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. Due to the nature of your role you will be required to undertake some out of hours working to attend Tate events.

Salary

This post is graded on Band 3L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £31,120 per annum.

In addition, this post will attract a market rate allowance of £1,000 per annum.

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.
- Childcare Vouchers Scheme – offering savings on tax and national insurance.
- 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 14 October 2018 by Midnight**.

Our jobs are like our galleries, open to all.

