



Post: Head of Operations, Corporate Membership and Events
Reference: TG2371
Band: 2L
Department: Development
Contract: Fixed-term
Hours: Full-time
Reporting to: Head of Corporate Development
Responsible for: Corporate Membership and Events Managers, Corporate Membership and Events Officers, Corporate Membership and Events Administrators
Location: Millbank

Background

Our vision is to champion art and its value to society. We do 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.

The Development Office is responsible for all fundraising in Tate, devising and implementing strategies to raise support from the private sector for capital projects such as the creation of Tate Modern and the development of Tate Britain, in addition to a variety of ongoing programmes and projects. Funds are sought from the corporate sector, individuals, trusts and foundations and secured via a range of sponsorship, donation, membership and legacy programmes.

The Corporate Membership and Events team are responsible for Tate's corporate membership scheme, all income generating events, and the logistical delivery of all events across Tate Britain and Tate Modern. This involves working closely with all internal and external clients and delivering exceptional events and account management.

Purpose of the Job

Accountable for the successful delivery of all events at Tate Modern and Tate Britain, and the continual stewardship of all corporate memberships at Tate through management of the Corporate Membership and Events team.

Will oversee the delivery of all Corporate Hospitality, Gallery and Private events and Corporate Member and Sponsor benefit events as well as the team's management of existing Corporate Membership accounts.

Main Activities/Responsibilities

- Responsible for ongoing development and recruitment of the Corporate Membership and Events team, ensuring they deliver exceptional standards of account management and corporate entertaining at all times.
- Oversee the delivery of all gallery and private events, working closely and creatively with other departments within Tate and develop excellent working relationships with key contacts across the galleries in order to plan, coordinate and deliver an extensive and varied programme of around 350 events per year.
- Coordinate and manage the requirements of corporate membership benefits and corporate entertaining across Tate.
- Responsible for personally delivering an agreed proportion of corporate member accounts, corporate hospitality events and corporate member and sponsor event benefits, focusing on the larger, more complex partnership activity.
- Continually review, implement and manage systems and methods involved in the organising of membership and events with an eye to improving the efficiency, style and success of all membership accounts and corporate events held at Tate.
- Work closely with Head of Corporate Partnerships to identify all operational cross discipline opportunities and to maximise internal efficiencies.
- Oversee the membership benefits and events managed by the Corporate Membership and Events team and ensure that the standards and operational procedures are maintained, enhanced where possible and adhere to current and relevant Health and Safety legislation.
- Oversee an annual review of accredited suppliers.
- Oversee the provision and review the performance of event suppliers on site, particularly Tate Entertaining and ensure all performance is objectively monitored against agreed key performance indicators (KPIs).
- Support and work with the Head of Business, Corporate Membership and Events to deliver the ambitious Corporate Membership and Events contribution to Tate's business plans.
- Support and work closely with Head of Advocacy and Events to deliver an ambitious development event programme.
- Work closely with the Head of Advocacy and other departments to establish if Tate should host an event for a reduced or direct cost fee.
- Represent the Corporate Membership and Events team on industry committees.
- Represent the Head of Corporate Development and/or Head of Business, Corporate Membership and Events at internal and external meetings when necessary.
- Respect confidentiality and carry out all the duties and responsibilities of this position in a professional manner and with due regard to the importance of the building and in compliance with the policies in place, notably Equal Opportunities and Health and Safety.
- Undertake any other duties and responsibilities commensurate with this position when requested.

Person Specification

Essential

- Excellent people management skills, with proven experience of having successfully managed and developed a team of staff, with the ability to coach and work through others to achieve results.

- Proven comprehensive experience managing large-scale, income-generating events in historic or cultural settings, preferably buildings to which the public have access; proven experience of managing a corporate membership and events department.
- Excellent organisational and project management skills, with the ability to juggle a wide range of competing demands, and deliver to deadlines.
- Experienced in liaison with clients both private and corporate, managing their expectations to the highest level whilst respecting and adhering to the limitations of the venue
- Experienced in managing and working with a wide range of external and internal suppliers with the ability to oversee, devise and manage operational procedures to the highest standards, whilst appreciating the need to establish KPIs and identify inefficiencies.
- Experienced in information management, including compiling and presenting information to a wide variety of audiences from Trustees to future partners.
- Ability to help devise income and expenditure targets for a department managing in excess of 10 venues across two sites and accommodating in excess of 250 events generating a turnover in excess of £2million.
- Ability to work flexibly and successfully across teams and hierarchies and build relationships at all levels including excellent interpersonal skills and evidence of ability to influence decision-making.
- Experience of managing and supporting the professional development of a diverse team, and of creating an inclusive and respectful culture within a 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 fixed-term contract for 12 months.

Working Hours

This post is offered on a full-time contract working 36 hours per week – Monday to Friday.

Salary

This post is graded on Band 2L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £45,000 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 by midnight**. Interviews will be held on **Friday 14 June 2019** and **Tuesday 18 June 2019**.

Our jobs are like our galleries, open to all.

