



Job description

Job title	Operations Administrator, Data and Income
Department	Development
Contract	Permanent
Salary	£27,251 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millbank, London
Reporting to	Senior Operations Manager, Data and Income

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 the national collection of British art from the 16th century to the present day, and international modern and contemporary art from 1900 to the present day, spanning all continents. We seek to expand access to the collection and deepen understanding of art in all its diversity.

Tate is a leading global institution, and we influence critical thinking about art practice. Tate is committed to maintaining free entry for audiences to our collections. 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 develop their own creative potential.

We want to welcome audiences that better reflect the towns and cities in our nation and attract a diverse international public. Our reach is already powerful. We intend to increase its impact across society, with art that resonates around the world.

Everyone who works at Tate has a role to play in achieving these goals. We offer exciting work built around our love for art, and have a strong commitment to equality, diversity and inclusion, with the aim to have our workforce and audience as diverse as the communities we serve. And everything we do is only possible thanks to our fantastic colleagues, who really know their stuff, support each other and want to do the best for our audiences.

We hope you will consider joining our team.

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

About the role

To work with the Senior Operations Manager to ensure the accurate recognition and allocation of income streams into the Development department and effective data management in relation to the Divisional Database (Raiser's Edge).

About your team

The Tate Development (fundraising) office was founded in 1990 to raise funds from the private sector for revenue and capital projects at Tate. It has expanded over the years to meet growing gallery needs and is now one of the most successful arts fundraising teams in the UK. The majority of personnel are based in London with staff in Liverpool as well as an independent charity in New York that raises funds in support of Tate's work.

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)

Income

- Provide an efficient service in identifying and processing of fundraising donations (e.g. by cheque, direct debit, charity voucher, cash, and bank transfers) into the Development Database (Raiser's Edge).
- Liaise with fundraisers and the Tate Finance Department to ensure that income is correctly allocated and recognised across financial years and budget-relieving/non-budget relieving activities.
- Ensure that all financial information (income) is correctly captured on the departmental database, including creating funds with correct nominal ledger coding for audit, reconciliation, and deferral purposes.
- Update the Development Pledge Log to ensure income figures and allocations are accurately reported.
- Be the first point of contact for income allocation queries, escalating to the Senior Operations Manager as appropriate.
- Work with the Senior Operations Manager to report departmental cashflow, liaising with fundraisers and the Finance Department on payments due and received and identifying any variances.
- Work with the Senior Operations Manager to support monthly income reconciliation of Foundation income and co-ordinate with the Finance Department to identify and agree any necessary changes required.
- Ensure accurate processing of Direct Debit mandates in the Development Database and input into the validation of monthly Direct Debit claims.
- Work with the Senior Operations Manager to ensure income processing and reporting procedures are accurate, tested and up to date.
- Contribute to internal and external financial audits by providing documentation, data, and procedural information as required.
- Input into the preparation of the Tate Americas Foundation grant request and updating confirmed grant income.
- Ensure relevant income files and supporting documents are correctly saved to enable a clear audit trail.

Data

- Support the Senior Operations Manager to deliver effective data management through identified projects to ensure ongoing data integrity, including carrying out data hygiene and cleansing work.
- Ensure accurate processing of Gift Aid declaration information in the Development database and that payments not eligible for Gift Aid claims are identified.
- To input into the checking and validation of Gift Aid claims produced by the Senior Operations Manager.
- Ensure Gift Aid declarations are correctly filed to enable a clear audit trail.
- Prepare Direct Debit claims to include running the relevant queries, checking the data, sharing with teams for validation, updating the database based on feedback and preparation of final file for checking by the Senior Operations Manager.
- Utilise Excel to build robust data lists using Excel functionality (e.g. VLookup) to match and reconcile data across lists.

What you will bring to the team

- Demonstrable experience of using Raiser's Edge or similar Customer Relationship Management (CRM) databases to effectively manage and capture accurate information for reporting purposes.
- Proven experience of accurate processing of income in a CRM database and of accurately recording income using Excel.
- Demonstrable financial competency with excellent attention to detail.
- Demonstrable knowledge of MS Office products with a particular focus on Excel to compare, match and reconcile data lists.
- Experience providing training and ongoing support to colleagues to promote best practice in relation to income or data management.
- Computer literate with the ability to grasp data structures and business processes.
- Understanding of Gift Aid rules and how these apply to philanthropic donations.
- Strong organisational, time management and administrative skills with proven ability to operate under pressure, deal with conflicting demands and meet deadlines with close attention to detail.
- Creative thinking and problem-solving skills.
- Excellent interpersonal, verbal, and written communication skills with the ability to communicate confidently and with empathy with a broad range of people and develop effective working relationships as part of a team.
- Experience of working in an environment that encourages equality, diversity and inclusion, and the ability to create an inclusive, respectful culture within a team.
- 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

- 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 21 August 2024 by midnight. Interviews will be held in September 2024.

Where vacancies attract large volumes of applicants, we reserve the right to close this vacancy early. Therefore, if you are interested, please try to submit your application as early as possible.

