



Post: Volunteer Co-ordinator
Reference: TG2157
Band: 4R
Department: Operations, TSI
Contract: Fixed-term until 31 December 2019
Hours: Part-time, 18 hours per week
Reporting to: Senior Visitor Experience Manager
Location: St Ives, Cornwall



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.

Tate St Ives shows temporary exhibitions of international modern and contemporary art, alongside a changing National, International and contemporary exhibition programme in the newly extended gallery.

This post is funded by the Heritage Lottery Fund, as part of their generous support for the larger Tate St Ives project.

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

Purpose of the Job

To develop and manage volunteer opportunities within Learning and Visitor Experience at Tate St Ives. To support the Heritage Lottery Funded *Legacy Project* by recruiting and training a volunteer team to engage with visitors in the St Ives Modernists Resource Room and Reception.

Main Activities/Responsibilities

Management and development of volunteer programmes

- Recruit and select new volunteers to support the expanded Tate St Ives, in conjunction with colleagues from relevant departments, targeting particular groups with specific skills sets, in line with the project plan and Tate's Volunteer Policy. Maintain community and organisational contacts in order to promote volunteering opportunities within St Ives and the rest of the UK.
- Support volunteers at Tate St Ives, offsite or online, by being their first point of contact and providing ongoing advice and guidance.

- Run a sustainable training programme for volunteers, in consultation with the Learning Curator and Senior Visitor Experience Manager, including specific induction training relating to the projects activity strands.
- Oversee performance and development of volunteers, providing feedback and identifying ongoing training needs, in order to ensure quality standards are maintained.
- Demonstrate an understanding of the principles of equality and diversity as they relate to volunteers and the ability to apply and promote these in practice at work.
- Work with relevant departments to ensure the volunteer programme runs effectively and to monitor its success.

Volunteers' administration

- Coordinate training programmes and maintain a log of all training undertaken.
- Administer the payment, authorisation and auditing procedures for volunteer expense claims.
- Collate and update volunteer records and report regularly to Heritage Lottery Funding on project progress.
- Create volunteer rotas for the relevant areas, ensuring shifts are filled and volunteer hours recorded.
- Undertake all other necessary administrative tasks as required.

Person Specification

Essential

- Experience of managing groups of volunteers, including the recruitment and selection of volunteers.
- Knowledge of best practice in volunteering and proven experience in working with volunteers.
- Experience of devising and running training programmes, including gathering and responding to feedback, and adjusting programmes to meet new needs.
- Ability to motivate diverse teams of people and create an environment in which people can flourish, including those based offsite and online.
- Excellent interpersonal skills with the ability to deal effectively and confidently at all levels, internally across departments and with external contacts.
- Highly organised with the ability to prioritise, co-ordinate and delegate tasks in order to meet deadlines while staying calm under pressure.
- Excellent written communication skills with the ability to convey information clearly and concisely, and in a way that is accessible to a diverse range of people.
- High degree of computer literacy – knowledge of Windows-based applications, able to use word-processing, database, spreadsheet, Internet and email applications.
- Collaborative approach and able to work effectively as a part of a team.
- Proactive, positive and flexible approach to work
- An understanding of the principles of equality and diversity as they relate to visitors and volunteers and the ability to apply and promote these in practice at work.
- A commitment to the principles of volunteering.
- An interest in and a commitment to the work of Tate.

Summary of Terms and Conditions of Employment

Type of Contract

This appointment is offered on a part-time fixed-term contract until 31 December 2019.

Working Hours

Normal working hours for this post are 18 hours per week.

Salary

This post is graded on Band 4R 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 £11,387 per annum (i.e. pro rata to £22,774 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 (i.e. pro rata to the full-time entitlement of 25 working days per annum).

In addition, we offer paid time off for the 8 paid 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, and the duration of the contract.

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 in to your account.

The closing date for the submission of completed application forms is **Sunday 2 December 2018 at midnight.**

Our jobs are like our galleries, open to all.

