



Post: Programme Coordinator, Clore Hub
Reference: TG2281
Band: 4L
Department: Tate Modern Division
Contract: Permanent
Hours: Full-time
Reporting to: Curator, Community & Social Practice
Location: Bankside, London

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.

Since Tate Modern opened in 2000, its programme of major temporary exhibitions, collection displays, commissions, live performance, and film programme has developed in diversity, scope and profile. In 2016, Tate Modern opened the Blavatnik Building increasing the scope and breadth of the exhibition and collection displays.

From August 2019, the new Clore Hub at Tate Modern will be a space to meet, make, talk, play, rest and eat with your family, friends and neighbours. It offers two well-equipped workshop and multifunctional studio spaces alongside making activities for children, families, intergenerational and community groups, adjacent to the Turbine Hall. Programme in these two studios is led by the Learning and Community teams with occasional use by other stakeholders. From their arrival at the Clore Hub, community groups and families can take a moment to plan their visit and learn about activities. It is also the dedicated space to support all school groups through the schools' welcome desk and lunchroom.

The Programme Coordinator, Clore Hub is a new role in the Community & Social Practice team, working closely with Learning and Visitor Experience teams who programme and support visitors using these spaces.

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

Purpose of job

To oversee, co-ordinate and support the programme based in the Clore Hub, ensuring effective planning and delivery of projects and events, smooth running of the spaces and a welcome for all users.

Main Responsibilities

Programme Coordination and Liaison

- Act as the key point of contact for Tate Modern's Clore Hub programme.
- Hold an overview of all Clore Hub programmes, ensuring daily programme information is shared with Learning, Community, Visitor Experience, Digital and Comms teams, and communicated internally and externally as required.
- Responsible for ensuring the daily programme is made available to visitors through information boards, digital screens, and working with the Clore Hub Visitor Assistants team.
- Work with Tate Diary Manager to manage the scheduling of Clore Hub bookings.
- Manage and update programme schedules, through internal events planning and production systems, ensuring these are communicated appropriately, both internally and externally as required.
- Set up systems to ensure that schedules are communicated across multiple stakeholders with access to the space, including Tate Events and Art Handling.
- Support teams with the production and delivery of projects as required.

Clore Hub Spaces

- Responsible for managing bookings in the McAuley Clore Workshop Space, working with programme teams and liaising with Audio Visual and Information Services, where appropriate.
- Support staff, artists and partners with guidelines on using the spaces, including material and equipment storage areas, ensuring they are aware of and are complying with working procedures and statutory policies.
- Have an overview of Learning 'pick up' resources available for audiences through the Hub spaces, making them available to users, monitoring supply levels and capturing feedback where appropriate.
- Assist colleagues from Learning and Community teams with monitoring and evaluating activities in the Clore Hub, being responsible for collating Hub programme feedback and KPIs, and working with colleagues to gather general feedback.
- Act as custodian for this area of the gallery ensuring it is well maintained and reporting any damages or repairs to the facilities or Estates teams.
- Ensure areas are kept to a very high standard for our visitors liaising with cleaning staff.
- Work with the Visitor Experience team to ensure there is always a welcome for visitors coming to the Clore Hub, and that additional access needs are identified and met for all visitors and users of the spaces.

Community programme

- Meet and welcome local community groups using and visiting the McAuley Clore Workshop Space and Clore Studio space.
- Work with community groups and coordinate the organisation and logistics of key community events.
- Work with the Community & Social Practice team to support the delivery of a regular community forum.

Person Specification

Essential

- Ability to work flexibly and collaboratively within a team, develop effective working relationships and to support and advise colleagues of all levels where required.
- Highly effective time management and organisational skills - able to prioritise activities, to meet deadlines and remain focussed while working under pressure.
- Demonstrable ability to work within a large and complex operating environment across a range of different teams and programmes.
- Proven experience of creating a welcoming environment in a public facing or visitor experience setting.
- Proven experience in office administration or programme coordination.
- Proven experience of collating and distributing programme information across a range of stakeholders.
- Experience of setting up, maintaining and improving efficient project management systems.
- Demonstrable experience of supporting public programmes to engage diverse audiences.
- Highly organised with the ability to managing logistics for small – large scale events.
- Excellent written and verbal communication skills with experience of conveying information clearly across a range of formats in a way that is accessible to different audiences.
- Understanding of diverse access needs for all visitors.
- A proactive approach and ability to use initiative, work independently, anticipate issues and find effective solutions.
- An understanding and interest in current approaches to creative learning and community social practice.
- Excellent degree of computer literacy – able to use word processing, email, spreadsheet, internet applications and databases to support own work and project delivery.
- A proactive approach to promoting the principles of equality and diversity and inclusion
- 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 permanent contract.

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 4L of the Tate pay scales.

An appointment to this post will be made at the minimum of the band at £25,774 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 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, 28 April 2019 at midnight.**

Our jobs are like our galleries, open to all.

