



Post: Information Manager
Reference: TG2123
Band: 4L
Department: Visitor Experience, Communications
Contract: Permanent
Hours: Full-time
Reporting to: Senior Information Manager
Location: Millbank and Bankside, London

Background

Our vision is to be the most artistically adventurous and culturally inclusive global art museum. 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.

As part of this vision the Visitor Experience Team's aim is to create the world's most inspiring, engaging and inclusive arts experience. We want Tate to be a place where everyone who visits:

- Really engages with the art
- Feels that Tate is 'a place for me'
- Encounters the most inspiring and knowledgeable team
- Are further inspired to buy, join, donate and participate

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

Purpose of the Job

To manage the delivery of visitor communications at Tate Britain and Tate Modern to ensure that a consistent and high-quality service is provided both externally to visitors and internally to Tate's front of house teams and the wider organisation.

Main Activities/Responsibilities

Manage the Information Team

- Lead a team of Information Assistants to deliver an exceptional standard of visitor care and communications, across all platforms (face to face; by phone; in writing; through social media)
- Line manage the Information team, including being responsible for recruitment and selection, induction, attendance and performance management.
- Coach and develop your team to ensure their skills and knowledge of Tate activities is up-to-date.

- Work collaboratively with the Information Management team to ensure consistent and effective cross-site management of the Information team, including rotas and rosters to meet operational needs.
- Deliver our departmental strategic work priorities through managing Team project groups
- Ensure Tate values, brand and style guidelines are reflected in all verbal, visual and written communications by the Info Team.

You will also be responsible for overseeing one of the following areas:

Internal Communications, Toolkits and Engagement Programmes for Front of House Teams (Resources)

- Understand and identify the knowledge and information needs of front of house teams in order to enhance the service provided to visitors.
- Deliver information and knowledge to front of house teams in new and innovative ways, enabling staff and volunteers to provide, promote and champion all Tate has to offer to our visitors.
- Manage the production of existing paper based and digital information resources.
- Monitor and continually improve the quality and effectiveness of information and knowledge delivery across front of house teams.
- Build a Tate-wide understanding of the role of visitor-facing teams through communication platforms such as the VE Tatenet page, Information Hub, the Staff Newsletter and the Tate Wiki.

Internal Communications, Toolkits and Engagement Programmes for Front of House Teams (Face to Face)

- Understand and identify the knowledge-sharing and comms skills needed by FOH Teams to build confidence to provide, promote and champion all that Tate has to offer to our visitors.
- Deliver regular knowledge and comms skills briefings to all FOH teams
- Work collaboratively with colleagues to build a network of knowledge-sharers across Tate to participate in briefings
- Monitor and continually improve the quality and effectiveness of FOH briefings and knowledge-sharing sessions
- Build a Tate-wide understanding of the role of visitor-facing teams through Front of House briefings and engagement programmes.

Visitor Feedback

- Manage the visitor feedback and reporting process including social media monitoring and in-gallery visitor comments.
- Ensure the quality of all responses reflects Tate values, brand and style guidelines.
- Incorporate feedback through social media, Trip Advisor and championing the importance of visitor feedback to colleagues.
- Co-ordinate prompt responses to complaints and comments from visitors/enquirers, incorporating input from other Tate departments as required.
- Refine and develop the visitor feedback reporting process to maximise its impact within Tate and improve the overall visitor experience.

General

- Work collaboratively with other members of the Audience and Visitor Experience team and other Tate departments to ensure a consistent and seamless service is provided to our visitors.
- Act as Duty Manager on a rota basis. This involves taking overall responsibility for all aspects of public and asset safety and security and visitor care during opening hours and taking management control of building/site-wide incidents and emergencies.

Person Specification

Essential

- Passionate about offering outstanding visitor care.
- Experience of providing a multi-channel information service or working in a public-facing communications role. Understanding of digital developments within communications sector, including social media platforms.
- Proven ability to lead, motivate and develop a team. A track record working through others to deliver a high-quality visitor service in a fast paced, public facing environment.
- 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.
- A supportive and collaborative team working style with the ability to work with a range of colleagues to achieve and deliver results.
- A proactive, positive and flexible approach to work.
- Proven ability to assess situations and use discretion and judgement to find solutions in a public-facing environment. Able to handle visitor complaints with ease and authority and to remain calm and confident in dealing with emergency situations.
- A proactive approach to promoting the principles of diversity and inclusion in relation to visitors' needs.
- An interest in and commitment to the work of Tate.

Desirable

- An understanding of Health and Safety and security standards as they affect a large public venue.
- Knowledge of another language (including British Sign Language).
- Knowledge of/interest in art.

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.

Your normal working week is 5 days per week, working Monday to Sunday in accordance with the Information team 7-day Rota. To meet the needs of the service you will be required to work regularly at the weekends and evenings on a rota-basis.

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.

In addition, this post will attract a market rate allowance of £2,500 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.
- 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 21 October 2018 by Midnight**. Interviews will be held **week commencing 5 November 2018**.

Our jobs are like our galleries, open to all.

