

Job description

Job title Customer Contact Manager (Maternity Cover)

**Department** Trading, Membership & Ticketing Services (MTS)

**Contract** Fixed Term

**Salary** £29,459 per annum

**Hours** 36 per week

**Location** London

**Reporting to** Senior Manager, Sales & Operations

**Responsible for** Membership & Ticketing Advisors

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.

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

About the role

To lead and develop the people, operations and activities across Tate’s Contact Centre – delivering market-leading customer and member experience, driving income generation across all channels to achieve targets and service level agreements. In this role, you will provide outstanding people leadership, developing your teams to deliver against our strategy and Tate’s aims.

For this job, a passion for people, customer experience and sales is key.

This role is a fixed-term Maternity Cover until June 2023.

About your team

Membership and Ticketing Services sits within the Trading Department which spans both Tate Commerce and the Audiences Division. The Audiences division works to drive reach, revenue and reputation for Tate - growing and diversifying audiences; generating income to support Tate’s work, positioning the brand, and creating inspiring and engaging experiences for everyone who visits.

Our aim is to deepen our customers and members relationship with Tate, through providing convenient and personalised interactions that inspire them to buy, join, donate and participate. We are product and experience agnostic – ensuring we provide first point resolution to any visitor’s service or product needs, regardless of channel. We work in a fun, varied and fast paced environment, spanning front and back of house, across: Membership, Ticketing, Retail, eCommerce, Commercial Systems, Groups, Tours, Experiences and Financial Operations.

What you will do (Main Duties and Responsibilities)

* Lead the operation of our Contact Centre driving the achievement of all targets for service levels, customer satisfaction and revenue generation.
* Oversees all aspects of the customer service experience to troubleshoot processes and procedures and make improvements of customer service quality
* Influence across other customer contact focused departments including , but not limited to, Schools, Visitor Communications and E-Commerce.
* To lead on the delivery of a market leading experience to all Membership and Ticketing Service (MTS) customers (both offsite and onsite); maximising customer satisfaction by maintaining excellent service and engagement standards across all channels our customers choose to contact us via.
* To lead the delivery of all aspects of MTS’s day-to-day commercial and income generating activities and play a lead role in developing and implementing the MTS operating model.
* To successfully deliver against MTS and Tate income generation targets.
* To embed a measured and appropriate commercial culture into the team.
* To provide effective leadership to a diverse team, setting clear direction and priorities.
* To act as an active and effective member of the MTS management team
* Set achievable yet stretching goals, coaching individual staff and training as required.
* Line manage up to ten MTS Advisors and lead casual contracted advisors.
* Deliver service training so we can deliver high level service across all channels our customers choose to contact us via and work with the management team on continuing and developing the staff training programme.
* Contribute to weekend rota cover, working approximately one weekend in four.
* Develop current systems and software and investigate new opportunities to deliver high level customer service standards. These include phone system management, case management, working environment, forward planning, effective communication of information and the nurturing of a customer-first culture.
* Accountability and development of daily rota to ensure efficient, cost-effective staff deployment to appropriate SLAs.
* Work with IT department to ensure minimal service outages, logging and escalating systems issues.
* Develop and produce reports on trends and performance to deliver continuous improvements.

What you will bring to the team

You’ll be a strong team player with an energetic, fun, and motivational leadership style. You’ll have outstanding inter-personal skills and be able to organise and motivate a widespread, multi-disciplinary and busy team. In support of Tate’s mission, delivering outstanding customer and member experiences, across all our channels and products excites you.

Including the above, you’ll also have:

* A commitment to champion diversity and inclusion.
* Experience of line management
* Experience of contact centre operations.
* Experience in setting and achieving group and individual targets
* Demonstrable commitment to the delivery of the highest level of customer service
* Excellent communication and negotiating skills
* Strong command of written English, to business letter standard.
* Able to handle customer complaints with ease and authority

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](http://www.tate.org.uk/about/working-at-tate/diversity-at-tate).

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.

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 2nd by midnight. Interviews will be held on 11 May 2022

