

JOB DESCRIPTION

Job Title: Tours and Experiences Administrator
Department: Events and Corporate Membership
Reporting to: Tours and Experiences Manager
Hours: 24 hours per week - working pattern negotiable

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

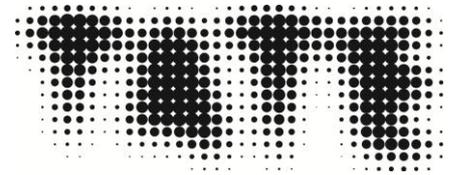
The Department: *Tate Events has four business strands, venue hire, catering, corporate membership and tours and experiences. The team delivers an exceptional and diverse programme of private and corporate events across all Tate sites. From high-profile brand activations and industry dinners to intimate private views and receptions. The Tours and Experiences team runs an extensive tours programme across Tate Modern and Tate Britain, expanding to St Ives from March 2026.*



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

About the role: To support the delivery and administration of all aspects of the Tours and Experiences Programme, liaising with other Tate departments, external organisations and managing the day-to-day private tours programme, while maximising customer satisfaction by maintaining excellent service and engagement standards.



Main Duties and responsibilities:

- Maintain the Tours Diary and support administration of tours and experiences.
- Administer emails to clients and internal colleagues
- Produce invoices and confirmations for bookings with the support of the Tours Assistant and Tours Manager
- Produce memos and itineraries where appropriate and communicate arrangements to the relevant colleagues.
- Assist in organising internal and external suppliers including Guides, Tate Catering, Audio Visual, Security and transport for bespoke events.
- Assist in providing information to the Tate Expert guides with the instruction of the Tours Manager and Assistant.
- Supporting in-person events and meeting groups with the Tours team where needed.
- Prepare a pro forma invoice for each specific tour or event. Process and confirm payments for bookings and chase due payments.
- Maintain the monthly tours schedule and assist the Tours and Experiences Manager in keeping an accurate record of the income and expenditure for the tours programme.
- Assist in maintaining tours information and admin of the Travel trade partners and third party ticket sellers.
- Working with Tate's Group Guiding System suppliers (VOX), maintain the equipment for tours and assist Guides where necessary in using it

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role.

Experience, skills and competencies:

Essential

- Proven experience of providing effective administrative support within a fast-paced, dynamic environment.
- Proven delivery of the highest levels of customer service and administration.
- Computer literate, with proficiency in Microsoft Word, Excel, and Outlook.
- Excellent organisational and project management skills, with the ability to manage competing priorities and consistently meet deadlines.



- Flawless attention to detail, with a high level of accuracy in all areas of work.
- Strong time management skills, with the ability to multi-task, prioritise a complex workload, and maintain focus under pressure.
- Excellent communication skills, with the ability to communicate clearly, positively, and professionally with colleagues and a diverse customer base.
- Excellent interpersonal skills with the ability to deal effectively and confidently at all levels, internally across departments and with external contacts.
- A positive, proactive team player who consistently demonstrates a professional attitude and presentation.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- A genuine interest in the aims, services, and products of Tate Eats, with enthusiasm for contributing to the wider success of Tate.

Desirable

- A demonstrable interest and knowledge of international modern and contemporary art.
- Previous experience in a museum or gallery.
- Event administration or coordination experience
- Knowledge of bespoke databases used by Tate including Rendezvous and Tessitura and Artifax