

Job description

Job title	People Officer
Department	People Department, Tate Gallery
Contract	Permanent
Salary	£33,192 per annum
Hours	Full time, 36 hours per week
Location	London
Reporting to	Junior Business Partners

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 the national collection of British art from the 16th century to the present day, and international modern and contemporary art from 1900 to the present day, spanning all continents. We seek to expand access to the collection and deepen understanding of art in all its diversity.

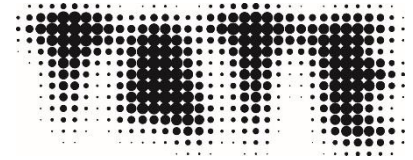
Tate is a leading global institution, and we influence critical thinking about art practice. Tate is committed to maintaining free entry for audiences to our collections. We see access to art for everyone as a universal human right and we see our galleries as sites of creative learning. We want to champion the importance of making art and encourage people to explore the many ways in which art is created and develop their own creative potential.

We want to welcome audiences that better reflect the towns and cities in our nation and attract a diverse international public. Our reach is already powerful. We intend to increase its impact across society, with art that resonates around the world.

Everyone who works at Tate has a role to play in achieving these goals. We offer exciting work built around our love for art, and have a strong commitment to equality, diversity and inclusion, with the aim to have our workforce and audience as diverse as the communities we serve. And everything we do is only possible thanks to our fantastic colleagues, who really know their stuff, support each other and want to do the best for our audiences.

We hope you will consider joining our team.

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



About the role

People Officers provide operational HR support across the full employee lifecycle and help keep day-to-day people processes running smoothly. The role sits between administration and advisory support: managing operational tasks directly, payroll administration and supporting line managers with first line policy advice. You will work closely with People Assistants and escalate more complex or formal issues to Junior Business Partners where needed. The role provides administrative and operational support to Junior and Senior Business Partners, collaborating across workstreams to maintain service continuity during periods of absence or annual leave.

About your team

Our People Advisory Team sits within the wider People department for Tate Gallery. The 3 People Senior Business Partners line-manage the 3 Junior Business Partners who in turn line manage the 3 People Officers. They are supported by the Senior Employee Relations Manager, the People Resourcing & Compliance Manager, and the team of People Assistants.

Tate's People department delivers a range of HR services, covering the full employee life cycle. As a team of experienced HR professionals, we are committed to providing high quality services to all employees in line with HR best practice, relevant legislation, government guidance and Tate's values.

We are a creative and forward-thinking team who are committed to enabling people to thrive and reach their full potential at work.

We are passionate about building an inclusive culture at Tate that encourages, supports and celebrates the diverse voices of our employees.

What you will gain

You will gain broad experience across operational HR, employee lifecycle processes, payroll coordination, employee relations support, and people data. The role provides an opportunity to build expertise in process management, case coordination, stakeholder support and HR systems within a fast-paced and collaborative environment.

What you will do (Main Duties and Responsibilities)

Day-to-day HR support

- Act as a first point of contact for employees and line managers' queries through the HR support function, including annual leave, pensions, policies and procedures, sickness, retirement-related queries and employee benefits.
- Ensure requests are handled consistently, recorded accurately and filed correctly.
- Establish and develop strong stakeholder relationships with managers and colleagues across the People department to support knowledge sharing, influence effective decision-making, and ensure a seamless, joined-up HR service.
- Actively contribute towards the delivery of the People Advisory Team's Operational objectives and our overarching ambition to provide an outstanding employee experience and make Tate a great place to work.
- Provide cover for members of the team as required.



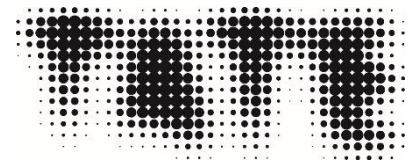
- Support with the induction and ongoing support of team members in the People department with regards to system knowledge and People processes.
- Carry out any additional duties commensurate with the grade and type of job including but not limited to assistance with audits and requests from external bodies.

Payroll-related support and operational processes

- Support payroll by ensuring employee changes are recorded and processed accurately and on time, including contract changes, visa extensions and absence-related pay changes.
- Support the People Operations Team with general payroll and pensions administration.
- Add approved changes to payroll trackers and templates, ensuring these are processed correctly, and liaise directly with payroll where manual intervention is required.
- Collaboratively work with the payroll team to ensure any overpayments or underpayments are captured in a timely manner and a solution provided, including any repayment plans.
- Monitor probation activity, follow up with line managers on mid- and end-of-probation reviews, ensure paperwork is filed, and issue confirmation letters when employees successfully pass probation. Follow up with line managers and coordinate with Junior Business Partners where concerns are identified.
- Support line managers to raise requisitions for contractual changes, maintain relevant documentation and submission for approvals, and ensure approved changes are actioned and reflected in payroll and personnel records.

Absence, family leave and case coordination

- Monitor and manage sickness absence across assigned divisions, maintain absence trackers, ensure self-certification, return-to-work and fit note processes are followed, and draft letters and documentation linked to sickness review activity.
- Ensure that the Junior Business Partner and managers are aware when individuals are about to reach a trigger point, and to ensure that employees receive written correspondence prior to a change in their sick pay.
- Manage informal sickness absence cases with guidance from the Junior Business Partner, escalating complex, sensitive or contentious matters promptly.
- Coordinate Occupational Health referrals by preparing documentation, maintaining trackers and case folders, submitting referrals, saving reports and supporting follow-up actions in partnership with the Junior Business Partner.
- Guide and implement family leave processes, including maternity, paternity and adoption leave, ensuring paperwork, payroll implications, return arrangements, KIT days coordination and related tracking activity are completed accurately.
- Manage visa and right-to-work follow-up for employees with time-limited permission to work, including renewal checks, employer checking activity, manager communication and payroll record updates.

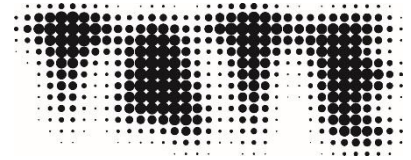


Employee lifecycle, employee relations and data support

- Track fixed-term contract and secondment end dates, follow up with managers, support notice and meeting arrangements, and escalate cases with potential redundancy implications to the Junior Business Partner in good time.
- Support the formal flexible working process by logging requests, maintaining case files, drafting correspondence, arranging meetings, tracking trial periods and ensuring related approvals are in place. Escalating to the Junior Business Partner where appropriate.
- Provide operational support on formal employee relations matters by note-taking in meetings and returning these in a timely manner. Supporting scheduling and logistics and escalating formal or complex issues to the Junior Business Partner.
- Produce people data reporting on sickness, leave, family leave and fixed-term contracts, maintain personnel files in line with data retention and GDPR requirements, and support projects such as policy updates and data audits.
- Deliver and support workshops and guidance sessions on HR policies, procedures and people practices across the organisation.

What you will bring to the team

- Ability to contribute effectively to People administrative operations role.
- Desirable but not essential; level 3 CIPD qualified and/or are working towards, or are willing to work towards, a CIPD Level 5, or able to demonstrate an equivalent level of knowledge and skills gained through experience.
- Can operate effectively in a busy HR or people operations role, with responsibility for coordinating employee lifecycle processes and providing day-to-day support to managers and employees.
- Strong organisational skills and the ability to manage multiple operational processes, deadlines and case-related activity accurately in a fast-paced environment.
- Confident using HR systems, payroll-related processes, spreadsheets and trackers, with excellent attention to detail and a high degree of computer literacy, including Excel.
- Ability to build positive working relationships, communicate clearly and tailor written and verbal communication appropriately for different stakeholders.
- Confidence in handling sensitive information with discretion, knowing when to escalate complex or formal issues appropriately.
- Knowledge of HR policies, employment practice and employee relations processes, and the ability to apply this knowledge in a practical operational setting.
- A proactive, collaborative and flexible approach to work, with a commitment to delivering an excellent service and supporting colleagues across the People team.
- Commitment to equality, diversity and inclusion and the ability to apply and promote these principles in everyday work.
- An interest in the work of Tate and willingness to contribute to continuous improvement, policy development and operational projects where needed.



- The requirements listed here are desired guidelines. You do not need to meet every requirement to apply, and we welcome candidates who bring transferable skills and relevant experience.

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.

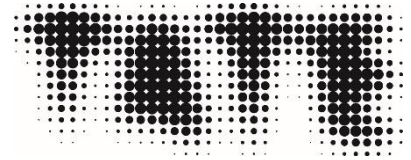
We want our workforce to be more representative of all sections of society at all levels in the organisation. The range of perspectives and experience diversity brings is an asset to our organisation and we want to create an inclusive, welcoming environment for visitors, artists and all those who work 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](#).

Our Values

- **Open:** we're welcoming, generous-spirited and inquisitive, with an open-source attitude that thrives on collaboration.
- **Bold:** we have the courage of our convictions, we're willing to take imaginative risks: we aren't afraid of failure - so long as we learn from it.
- **Rigorous:** we'll win people's trust if we're accountable for our actions and excellence underpins everything we do.
- **Kind:** we value and respect each other, our partners, and our visitors, striving to make every encounter memorable and enriching.

Benefits

- Birthdays off each year
- 25 days leave per year, rising to 27 (pro rata for part time colleagues).
- A pension scheme with generous employer contributions.
- Life Assurance and Income Protection for DC scheme members.
- 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.
- Free access to other galleries and museums abroad through the International Council of Museums (ICOM) membership

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: <https://jobsearch.tate.org.uk> 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 4987. 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 applications is by 11.59pm by 6 August 2026.

Where vacancies attract large volumes of applicants, we reserve the right to close this vacancy early. Therefore, if you are interested, please try to submit your application as early as possible.

