Job description

Job title	Visitor Engagement Assistant
Department	Visitor Experience
Contract	Permanent
Salary	£29,759 per annum
Hours	Full-time (36 hours per week) or part-time
Location	Cross Site, Tate Britain, Millbank and Tate Modern Bankside
Reporting to	Visitor Engagement and Operations Manager

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: www.tate.org.uk.

About the role

As a Visitor Engagement Assistant, you will act as an ambassador for Tate, engaging with our visitors to provide an exceptional experience whilst keeping our people and collection safe.

About your team

The Visitor Experience team is part of the Audiences division, which 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. We put visitors at the heart of what we do and strive to create an experience where everyone who visits can fully engage with the art, feels that Tate is a place for them, encounters inspiring and knowledgeable staff, and are further inspired to participate, join, support and donate.

What you will gain

Our team of Visitor Engagement Assistants are at the heart of our Visitor Experience. You will gain valuable insight into Tate's collection and exhibition programme, whilst developing confidence in customer service and engagement. You will also have the opportunity to write and deliver talks to visitors, develop skills working with audiences and learn more about how we ensure our sites are safe and secure.

What you will do (Main Duties and Responsibilities)

- Provide a consistently excellent, safe and enjoyable visitor experience, welcoming everyone professionally and responding empathetically to their needs, queries and feedback; resolve issues or escalate them appropriately.
- Actively engage visitors in the galleries, building and sharing knowledge of Tate's collections and displays with diverse audiences, and keeping up to date with exhibitions, daily events and local tourist information.
- Staff welcome points, scan tickets and offer directions and advice; work with colleagues and managers to manage visitor flow, minimise queues and explain gallery rules.
- Support family engagement through facilitation of activities and talks across galleries and learning spaces; contribute to the free public engagement programme through delivering agreed talks, tours and information, and support volunteers in host and guide roles.
- Promote Tate Membership, donations, audio-guides, daily events, ticketing, catering and retail opportunities as appropriate, and check that donation points are working during patrols.
- Maintain high gallery presentation standards, calling on housekeeping support or Duty Management when needed, and report artwork security or building presentation incidents using radios and agreed procedures as necessary.

- Follow Tate's Health and Safety Policy, procedures and protocols; proactively report safety and safeguarding concerns to your Line Manager, and report accidents and incidents in line with Tate procedures.
- Assist during major incidents and emergencies, including supporting with evacuation procedures and following instructions of the VE management team
- Provide invigilation cover and routine patrols across galleries on a changing daily rota, safeguarding displays from accidental or intentional damage. Be aware of display items that need special care (i.e. vulnerable exhibits, exhibits with restricted access) and communicate and share this with visitors.
- Complete required gallery security and safety checks, including daily, weekly and periodic Art Checks, and carry out other duties directed by the Head of Audience Experience, Visitor Engagement and Operations Leads, Duty Manager or Visitor Engagement and Operations Managers.

What you will bring to the team

The requirements listed here are guidelines, not hard and fast rules. You don't have to satisfy every requirement and we welcome candidates who bring transferable skills. Applying gives you the opportunity to be considered.

- You will be passionate about offering outstanding customer care and visitor engagement in a busy gallery environment.
- Excellent communication and interpersonal skills. Demonstrating the ability to talk to a wide range of people, engaging with them about Tate's exhibitions and activities.
- Confident working in a fast-paced, busy visitor environment, dealing with rapidly changing exhibition programmes and large numbers of people.
- A strong team player with the ability to build good working relationships with team colleagues and those in other departments to ensure the best possible customer care is delivered.
- Able to work independently using own initiative showing a proactive, positive, and flexible approach to work.
- Ability to work under pressure, using own initiative to identify problems and find solutions.
- Willingness to develop knowledge of Tate's collection, exhibitions, and activities.
- Champion principles of diversity and inclusion, and the ability to apply and promote these in everything you do at work.
- An interest in and commitment to the work of Tate

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.

Employee 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
- 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: 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 3 December 2026 by midnight. Interviews will be held from 14 December 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.

