



Job description

Job title	Visitor Engagement and Sales Administrator
Department	Visitor Experience and Operations
Contract	Permanent
Salary	£31,527 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millbank, London Tate Modern, Bankside, London
Reporting to	Senior Business Support 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

You will lead on all administration relating to the Visitor Engagement and Sales team, whilst providing support across other operational teams within the department. You will assist with managing rotas, payroll, budgets and providing diary support to senior leaders.

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 is further inspired to participate, join, support and donate.

What you will do (Main Duties and Responsibilities)

Senior Management Team Support

- Provide administrative support for senior leadership team, as requested
- Lead on KPI and sales reporting for the Visitor Engagement and Sales team
- Support the Senior Business Support Manager to manage the department budget, including raising purchase orders, managing cross-charging, keeping accurate records of commitment and expenditure, and reconciling monthly transaction reports.
- Support with effective diary management, including scheduling and liaising with key stakeholders.
- Support with timely creation, proofing and storing of documentation.
- Support with booking and recording of business-related travel and accommodation.
- Schedule departmental meetings, prepare agendas, book meeting rooms and take minutes

Administration

- Co-ordinate the Visitor Engagement and Sales rotas, ensuring the ticket desks and contact centre are appropriately resourced and effective management cover is in place.
- Assist in managing the operational systems and administration service for the Visitor Experience and Operations department, ensuring efficient and effective systems are in place to enable the smooth running of the department.
- Work collaboratively with administrative colleagues to ensure consistent and effective cross-site procedures and processes are kept up to date.
- Ensure monthly payroll and overtime payments are up to date and accurate, liaising with Tate's finance and HR teams where needed.
- Act as a key point of contact for all front of house staff, supporting with responses to queries and ensuring the teams have the information needed to carry out their roles.
- Maintain records for holidays, sickness absences, and lateness
- Support the administration of new starters and leavers.
- Identify, recommend, and implement new approaches and processes to improve administrative tasks.
- Assist with the compilation and updates of administrative and information resources for the team including administrative procedures and team handbooks.
- Ensure the team working environments across both London sites are kept at a high standard, including the monitoring and ordering of office supplies, and managing office and IT maintenance requests.

What you will bring to the team

- Excellent organisational skills with a proven ability to prioritise a varied workload and work accurately and calmly under pressure to meet tight deadlines
- A proactive, positive and flexible attitude, with the ability to analyse issues and innovate new approaches to help deliver team goals
- Experience of working in an administrative role supporting busy teams, including budget management, GDPR compliance and reporting and working with team scheduling and software systems
- Strong interpersonal and communication skills, with an ability to develop effective, collaborative working relationships with a wide range of people across Tate
- Excellent attention to detail when processing data and working with financial information
- A commitment to, and understanding of, the principles of diversity and the ability to apply and promote these in practice 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.

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 12 June 2025 by midnight.

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.

