



Job description

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| Job title | EA to Director of Audiences & Innovation |
| Department | Audiences & Innovation |
| Contract | Permanent, full-time |
| Salary | £39,790 per annum |
| Hours | 36 hours per week |
| Location | Tate Britain, Millbank, London with travel to other sites |
| Reporting to | Director of Audiences & Innovation |

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

The post-holder will play a critical role in ensuring the smooth-running of the office of the Director of Audiences and provide effective assistance, organisational and administrative support for the wider Audiences division. The post-holder will be proactive and flexible in working alongside the Director of Audiences & Innovation and various departments across the division, supporting internal and external meetings and events as required.

About your team

You will play a pivotal role at the heart of Tate's largest division, reporting to a Director across all of Tate's audience-facing teams. Tate's Audiences & Innovation division leads Tate's Press, Digital, eCommerce, Marketing, Membership, Audience Insight, Design, Visitor Experience, Sales, Visitor Communications, Safety and Security, with approximately 300 colleagues, as well as Tate's 400 volunteers. The Division leads the strategic planning and delivery of Tate's external communications, key messages, and reputation management which combines media relations, issue management, stakeholder relations, and corporate and social responsibility. You will be supporting the Director's work to drive audience reach, revenue and reputation.

What you will gain

You will be working with some of the world's greatest art and creativity, for a global brand, with extraordinary experiences, and beautiful buildings. It is a fast-moving and diverse role. You will be in a large, multidisciplinary team, with a wide range of skills, experience and expertise that you can learn from, across the worlds of art, digital, audiences, communications, marketing and insights, as well as developing skills and knowledge within this role. It is an exciting time to work in the world of galleries and museums as we are diversifying our audiences, creating more active, immersive, participatory and social experiences - welcoming increasing numbers of families and young people.

What you will do (Main Duties and Responsibilities)

Diary management and meetings

- Promote Tate through a professional and helpful approach to all contacts with the Director's of Audiences & Innovation's office and demonstrate a knowledge and passion for the work of the galleries and Tate in particular.
- Manage and organise the busy, changing diary of the Director of Audiences & Innovation. Prioritise meetings in line with the Director's priorities, working in a fast-moving environment. Pro-actively protect the Director's time to support their needs.
- Manage the Director of Audiences & Innovation's internal and external commitments, balancing business needs with the capacity of the Director.
- Pass on, prioritise and respond to incoming email communications to the Director, giving daily updates on what needs to be answered, scheduled or noted. Use effective tools to manage internal and external communications, having autonomy to respond on behalf of the Director, as well as the judgement to escalate and/or delegate to colleagues, when appropriate.
- Communicate skilfully on the Directors' behalf to a wide range of people at all levels both inside and outside of Tate, building relationships.

- Draft correspondence on behalf of the Director for internal and external stakeholders
- Coordinate meetings with internal colleagues, working across electronic diaries of Executive Group members and senior colleagues.
- Support the Director's relationship with high-level colleagues from across the industry, working with a high level of diplomacy and discretion.
- Provide research and support on specific projects as directed by the Director.
- Attend events when required to meet, greet and assist guests.
- Manage the Director's internal and external commitments, ensuring appropriate papers are collated in advance and attending meetings as required.
- Compile agendas, arrange speakers and presentations, circulate agendas, action points, minutes, thanking, and follow-ups where necessary.
- Organise small and large scale live and digital meetings including all technical, AV and presentation materials, venue booking, catering where required, including large Zoom/Teams meetings with breakout groups, etc.
- Write and draft clear communications, minutes and reports.
- Compile and create impactful, effective PowerPoint presentations including image research, design and editing, structure charts and graphs.
- Act as the first point of contact for all enquiries in the Director's absence.
- Support the Director's maintenance of relationships and knowledge of the work being done across the division through attending departmental meetings, supporting on divisional projects, and taking on ad hoc work from different departments as needed.
- Process all financial activity records for the Director including purchases, credit card reconciliations, expense claims and invoice payments.
- Set up and maintain office systems to ensure they operate effectively, are kept up to date and are deployed in relation to Tate's records management procedure.
- Liaise with other Directors' assistants and curatorial teams to organise and coordinate meetings relating to Audiences and Membership.
- Be flexible to accommodate rapidly changing priorities and pressures and delegate to senior colleagues as appropriate.
- Ensure that the Director's paper and electronic records are maintained in accordance with the requirements of Tate's Gallery Records policies.
- Build a strong collegiate network across Tate, facilitating collaborative working across Tate overall.

Organisation

- Organise and plan ahead, reviewing and anticipating what the Directors will need in order to facilitate the effective delivery of their work.
- Assess priorities in a fast-moving environment and take appropriate action to ensure the smooth running of the office and diaries.
- Use initiative and experience to identify issues which need immediate attention, alerting the Directors where necessary.
- Set up, establish and fine-tune systems and processes for office management.
- Organise and book any travel itineraries for the Director of Audiences & Innovation and key Heads or colleagues travelling with them.
- Help and support the Director and Heads of Department in the Audiences & Innovation division where necessary, in providing Technology, HR and ad hoc administration where required, liaising with other key departments where necessary.
- Support the Directors with new starters and direct reports including arranging introductions, induction programmes, passes, desks and technical equipment.

- Maintain an excellent level of awareness of the Director's main contacts and stakeholders, and maintain contact lists and structure charts, memberships and subscriptions.
- Act as a project support for Directors sponsored activities and strategies. Proactively initiate and share ideas around ways of working.

Budgets

- Manage, monitor and administrate the office budgets for the Director of Audiences & Innovation including drafting annual budgets, maintaining commitment logs, reforecasting, and keeping Directors updated.
- Compile budget meeting papers and collate overview budget headline numbers from different departments within the Division.
- Make purchases, manage the processing of business expenses for both Directors via the digital finance system. Reconcile monthly credit card statements.

Events

- Support the Press and Marketing teams at press views on site as required.
- Support with events across the division
- Manage projects or events as requested. Research and administration
- Undertake research and administration as required.

What you will bring to the team

- Extremely well organised, you will have substantial relevant secretarial experience at senior manager level in a complex, fast moving organisation.
- Outstanding interpersonal skills with the ability to build relationships and communicate effectively with a wide range of people at all levels. Fast and accurate word-processing skills.
- Excellent, fast and creative skills in researching, compiling and designing PowerPoint presentations.
- Proven experience in managing a busy, constantly changing diary.
- Highly effective written communications skills, including in researching and drafting emails, minutes and reports.
- You will have experience of developing and administering a wide range of office management systems including financial processes, and in budget monitoring and management.
- You will have experience of managing resources in a busy office, and be able to demonstrate a flexible approach to work, having the ability to react to changing and sometimes conflicting priorities/commitments as well as to emergencies.
- High level of proficiency with a range of programmes and systems including all Microsoft Office packages (Word, Excel, Outlook, PowerPoint, Teams) in addition to Sharepoint, Zoom, and effective use of databases, online purchase order and HR systems, internet applications.
- You will be able to employ a high level of discretion and sensitivity. You will be tactful and diplomatic, with the ability to handle confidential information discreetly and to ensure that Tate is represented positively.
- Proactive, independent and solution focused, you will be able to work with minimal supervision

- Your work will be highly accurate, and you will have very good attention to detail, along with excellent communication skills, both oral and written.
- You will have a thorough working knowledge of the UK museums and galleries sector.
- You will have experience of working with both Mac and PC systems and be willing to undertake appropriate training and development activities.
- You will be able to contribute towards the team effort in the Audiences Division and to help create an inclusive and respectful culture
- You will be able to undertake regular travel and out of hours working to attend early morning or evening events.
- You will have an interest and a commitment to the work of Tate.
- Knowledge and enthusiasm for communications, digital, marketing, media and visitor experience.
- A strong belief in the principles of diversity and inclusion.

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.

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 7 July 2026 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.

