



JOB DESCRIPTION

Post: Events Assistant

Department: Tate Events / Tate Eats

Reporting to: Catering Manager

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 is an end-to-end events business from venue hire through to production, food and beverage, while also managing Tate's Corporate Membership scheme. It works with a wide variety of clients from internal Tate ones to external customers who are Tate's corporate partners and members, external businesses, and private individuals.*

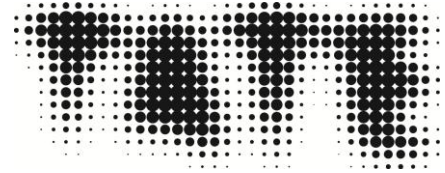


The Disability Confident Scheme

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.

Purpose of the Job: To operationally deliver commercial and internal events by supporting management in the set-up of live events and subsequent breakdown and adhere to Tate Eats' Standards, ensuring that Tate Entertaining's food and beverage delivery exceeds customer expectations.

Please note this is an operational role that will involve some unsociable hours including mornings and evenings on a rotational basis.



Main Duties and responsibilities:

- Set up, prepare and deliver events. This includes preparing butter dishes, setting up furniture, preparing drinks stations, serving drinks, staffing cloakrooms and any other reasonable task requested
- Clean and maintain equipment where necessary e.g. hand-wash canapé trays
- Clean, return and secure all equipment and goods used to the appropriate areas after an event
- Greet customers with a courteous service and strive to exceed their expectations
- Ensure personal presentation and uniform conforms to Tate Eats' standards
- Maintain excellent time always keeping and task prioritisation
- Adhere to the usual shift-booking processes, maintaining excellent communication with managers
- Communicate any event issues appropriately to a manager
- Present a positive and professional attitude to the job and to Tate at all times, acting as a good role model to new staff
- attend and respond to any training e.g. gallery security, fire, Health and Safety Training, Manual Handling Training, and service procedure training
- Work in a responsible way following Health and Safety training and procedures and taking any precautions listed in the company risk assessments
- Undertake any other tasks / roles as required to contribute to the success of Tate Enterprises as a business

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 its employees to actively contribute to promote diversity and inclusion as part of their role.

Person Specification:

- Passionate about delivering events efficiency and an interest in Tate Eats
- Ability to anticipate problems leading up to and during an event
- Positive role model and team member always conveying a professional attitude and appearance
- Attention to detail
- Ability to multi-task and prioritise tasks



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.



- Respond positively to working under pressure.
- Ability to follow given instructions and complete them within the time specified.
- Exceptional customer service skills, always demonstrating a professional attitude and appearance
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Ability to work independently when required
- Ability to network efficiently and build on relations with other departments
- Demonstrate a flexible proactive and positive approach and willingness to operate whenever help is needed
- Ability to spend the shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Catering

Desirable:

- Awareness of the requirements of Food Allergen Regulations
- Previous events within a museum or art gallery
- Experience of bar work and good beverage knowledge
- Food knowledge
- Experience of cash handling

Key Competencies:

- **Excellent timekeeping, attendance and punctuality**
- Is passionate about own contribution to Tate: Maintains performance under pressure
- Participates positively and fully in the team
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- Able to engage with people from all levels and backgrounds
- Demonstrate a flexible, pro-active approach and willingness to operate wherever help is needed
- Open to feedback from others
- Supports Tate's Dignity and Respect policy in all their activities



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.