



Job title	Commercial Systems Manager
Department	Digital
Contract	Permanent
Salary	£41,380 per annum (Band 3L)
Hours	Full time, 36 hours per week
Location	Tate Britain and Tate Modern (Occasional travel to regional sites)
Reporting to	Head of Digital Product
Responsible for	Commercial Systems Assistant

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

Tate's commercial systems (CRM, ecommerce, email marketing, and payment systems) are a vital part of our audience-facing estate, storing business-critical customer and transactional data, and underpinning much of our strategic activity. Technical ownership of these products sits with our multi-disciplinary Digital Product team, but they are used widely across Tate and have significant impact across the entire organisation. This suite of systems is constantly evolving and growing, and over time we expect to bring more platforms into the fold to cover new business requirements as they arise.

As Commercial Systems Manager, you'll be responsible for the management and ongoing development of these products. An experienced systems administrator, you'll have deep expertise in these platforms, a wide range of related technical knowledge, and a thirst for designing and building best-in-class digital products which serve users and support wider business objectives.

You'll own the roadmap for commercial systems, taking a strategic, product-led approach, with a broad view across our entire digital ecosystem. You'll work closely with the Digital Product team and colleagues across Tate to identify business requirements, prioritise them in line with organisational objectives, and then design, create, test and roll out solutions to meet these requirements.

Your technical skills and love for getting stuck in to implementation work will mean that you'll relish the prospect of building many of these solutions yourself, particularly those focused on Tessitura, our core CRM system. However, there'll be times when you'll need to take a cross-team approach internally, or engage one of our external suppliers, and so you'll also be adept at working across functions and briefing and managing others when working with them on larger or highly specialist tasks.

Just as important as your technical abilities, therefore, are your people skills and your collegiate approach. You'll be a natural collaborator with excellent communication skills, and you'll be able to bring people together in pursuit of a common goal. You'll be able to build relationships with stakeholders at all levels of seniority, and you'll have a flair for translating between the technical and non-technical worlds. You'll recognise that people are the most important component of any digital product, and, whatever you're working on, you'll bring an inclusive, user-centric and forward-thinking approach to the table.

What you will gain

You'll hold a significant stake in contributing to the fulfilment of Tate's strategic objectives. Working in a motivated and mutually supportive team, you'll be encouraged to propose fresh ideas and think creatively. You'll work across all of Tate's functions, including gallery, retail and catering activities, getting involved with projects that span the full breadth of the organisation and support the delivery of its overall strategy.

We'll actively encourage you to contribute your ideas, bring your real self to work, learn new skills, and play a meaningful part in the delivery of some incredible products and features within our commercial systems estate. Although you'll no doubt be stretched outside of your comfort zone from time to time, there'll be an incredible team around you and we'll make sure you're supported at every step.

What you'll do

- Act as the system administrator for Tessitura and our wider suite of commercial systems, manage the day-to-day operation of these mission-critical products, and ensure they are serving the requirements of a diverse range of internal users
- Continuously develop and refine the products across our commercial systems estate to ensure Tate obtains maximum business benefit from them, proactively identifying opportunities for improvement and proposing approaches to capitalise on these opportunities
- Own the commercial systems roadmap, be responsible for its delivery, and work with internal and external stakeholders to ensure it meets business objectives and aligns with organisational and departmental strategies
- Work closely with colleagues in the Digital Product team to contribute to wider digital roadmaps and align workstreams
- Manage, prioritise and deliver the commercial systems product backlog; design, build, test and roll out new features and integrations for Tessitura and the wider commercial systems estate
- Manage the rollout of upgrades and new versions of Tessitura and other products within the commercial systems estate, including the creation and execution of testing plans to ensure continuity of service across the core system as well as any customised reports, extensions or integrations
- Work with colleagues in the Technology team and with business stakeholders across the wider organisation on the planning, design, implementation and transition into BAU for new products or platforms forming part of the commercial systems estate
- Produce clear and comprehensive documentation for commercial systems, from systems documentation for technical users to how-to guides and other training and reference materials for end users

- Line manage the Commercial Systems Assistant in line with Tate's line management policies, ensure they are delivering against their objectives, and be responsible for their growth and development
- Chair the Commercial Systems Working Group, acting as a champion for your suite of products throughout the organisation, and building stakeholder engagement at all levels and across all departments
- Engage with peers across the GLAM sector to build a wide-reaching network, sharing best practice and collaborating with colleagues at other organisations, and advocate for Tate's interests and ambitions within the sector and with suppliers
- Support Tate Liverpool and Tate St Ives with their use of Tessitura and other commercial systems, and travel to these sites on an occasional basis

What you'll bring to the team

- Expert-level knowledge of working with Tessitura in a technical administration role, including managing integrations with third-party systems, system configuration, and the design, build, testing and deployment of upgrades and customisations
- A thorough understanding of database architecture and significant experience working with SQL and SSRS to extract and manipulate data within Tessitura
- Extensive hands-on experience of designing, building and managing middleware and integrations from Tessitura to other systems, and the ability to identify creative and innovative approaches to delivering against business requirements
- Extensive experience of working with ecommerce platforms (we use Salesforce Commerce Cloud), email marketing platforms (we use Emarsys), and payment systems (we use Windcave)
- A proactive approach to problem-solving, with an appetite to dig into issues, identify root causes, and propose options for resolution
- A passion for the delivery of continuous and incremental enhancements to systems, and a commitment to producing high-quality work with a real attention to detail
- A collaborative mindset, with the ability to work across teams and build relationships with colleagues at all levels of seniority and with all levels of technical knowledge
- An appetite to explore and learn new skills and technologies, to develop both personal and professional skills, and to mentor and support colleagues wherever possible
- A solid understanding of the principles involved in sound data governance, cyber security, and compliance with regulations such as PCI DSS and GDPR
- Technical confidence, a broad range of technological literacy, and the ability to work with both Tate's internal Technology team and with external suppliers
- An interest in and commitment to the work of Tate

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, or who have taken unconventional routes into digital or technology. 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.

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: 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 1 April 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.

