Job description

Job title	Visitor Engagement & Operations Manager
Department	Visitor Experience and Operations
Contract	Permanent
Salary	£41,023 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millnbank, London Tate Modern, Bankside, London
Reporting to	Visitor Engagement and Operations Lead
Responsible for	Visitor Engagement Assistants

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

In this role you will be part of the management team responsible for ensuring an exceptional, enjoyable and engaging experience for all visitors to Tate's London sites. You will encourage a warm welcome and deliver exceptional customer service, helping put conversation and personal interaction at the heart of the visitor experience, whilst supporting the delivery of a variety of talks, workshops, and events. You will act as Duty Manager for Tate Britain and Tate Modern, taking responsibility for the smooth, safe running of the gallery, co-ordinating incident responses and delivering a consistent and seamless service across a range of operational functions.

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

Motivated, and skilled people are key to our continued success, and we want everyone at Tate to have the opportunity to develop and thrive. In this team, you will be encouraged to contribute your ideas, realise your potential, and learn new skills and knowledge.

What you will do (Main Duties and Responsibilities)

Operations Management

- Motivate and manage the Visitor Experience team to ensure an exceptional standard of visitor and artwork care, safety, security, and building presentation at all times.
- Act as Duty Manager on a rota basis. This involves taking overall responsibility for all aspects of public and asset safety and security and visitor care on site during opening hours.
- Work collaboratively with other visitor-facing teams to ensure the holistic delivery of excellent customer experience on-site.
- Work closely with the Visitor Engagement and Sales Managers to respond to queries, complaints and incidents in the galleries, including at the ticket desks
- Take a proactive approach to supporting and advocating for Tate's ticketing sales and membership income targets, ensuring a good knowledge of performance and assisting colleagues in meeting and exceeding targets and KPIs
- Contribute to the planning and delivery of public programming and exhibitions, ensuring all operational aspects are considered and advocating for the needs of Tate's visitors.
- Act as safeguarding lead during day-to-day Duty Management, with an awareness and understanding of Tate's role of protecting the safety of children and vulnerable adults.

• Support the planning and delivery of events, ensuring effective management plans are in place and that all teams are kept up to date. Provide event Duty Management cover on a rota basis (please note that weekend working is required).
• Act as Silver Commander during incidents and emergencies, co-ordinating the response to ensure appropriate emergency procedures are enacted and that incidents are followed through to a successful conclusion in line with training and Tate's Emergency Response Manual. Ensure effective communications with the Gold Commander and relevant stakeholders.
• Support the Duty Manager in dealing with any emergencies, security incidents or accidents that may occur ensuring the correct procedures are followed.
• Take a proactive approach to safety and security, working closely with Tate's partners to ensure that teams are well briefed and working in line with agreed systems, processes, and policies, ensuring risks are pro-actively reported and mitigated.
• Work closely with the Safety team, ensuring visitor safety is at the forefront of decision making and completing risk assessments as needed.
• Contribute to the review and updating of standard operating procedures as required.

Visitor Engagement
• Act as the final point of escalation for dealing with face-to-face visitor complaints and queries, taking prompt and appropriate action to resolve any issues, including escalated complaints related to ticketing or membership experiences
• Champion access for all, ensuring that all programmes and exhibitions delivered meet best practice guidance for accessibility.
• Ensure the team are equipped and supported to deliver family and learning activities throughout the galleries, and champion our family offer.
• Work with colleagues to develop and help create and deliver a programme of activity to enhance the experience of a diverse range of visitors, including families and visitors with additional access requirements.
• Have an up-to-date knowledge of all exhibitions, events and programmes and coach and develop your team to ensure that their knowledge of Tate activities is up to date.

Team leadership
• Line manage a team of Visitor Engagement Assistants, including recruitment, induction, training, development, performance, health, safety and welfare.
• Mentor, coach and motivate the team to use their knowledge and skills to engage visitors and deliver an exceptional visitor experience and customer service.
• Manage the team to ensure that they follow best practice and always adhere to operational health, safety, and security procedures.
• Work closely with the Volunteers team, supporting Volunteers operationally as required and ensuring that they are kept up to date with operational developments.
• Ensure communication between teams is clear and that a culture of continuous improvement is in place.
• Provide operational support and oversight to Supervisor roles within the department
• Work with the Visitor Engagement and Operations Leads and Head of Audience Experience and Operations to develop projects that will build on and enhance the visitor experience and carry out any other duties as directed by them as required, providing cover for them as necessary.

What you will bring to the team

• Operational management experience in a customer facing role in a large, fast-paced, public facing environment.
• Proven experience and passion for outstanding customer service and customer care
• Experience of managing and co-ordinating the response to incidents in a busy, customer facing environment.
• Proven ability to remain calm and confident under pressure, using sound operational judgment to resolve complex issues.
• Experience in a line management role, with a proven ability to lead, motivate and develop a team.
• A track record of working collaboratively as part of a team to deliver a high-quality visitor service in a fast paced, public facing environment.
• Experience and an understanding of health and safety and security standards as they affect a large public venue.
• Excellent written communication and interpersonal skills and the ability to deal effectively and confidently at all levels, with both internal and external stakeholders.
• Excellent organisational skills and the ability to prioritise, co-ordinate and delegate tasks in order to meet deadlines while staying calm under pressure.
• Good IT skills and ability to use word-processing, database, spreadsheet, Internet and email applications.
• Ability to handle face-to-face customer complaints with ease and authority, and to assess situations using discretion and judgement to find solutions to problems.
• A proactive approach to promoting the principles of equality and diversity in relation to employee and visitors' needs.

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 Sunday 15 November by midnight. Interviews will be held from 26 November 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.



