

JOB DESCRIPTION

Post: Business Development & Corporate Membership Executive

Department: Tate Eats

Salary: £38,000 per annum

Reporting to: Business Development & Corporate Membership 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.

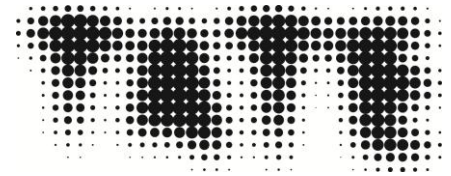
The Department: *Tate Events has four business strands; venue hire, catering, corporate membership and tours and experiences. The team delivers an exceptional and diverse programme of private and corporate events across all Tate sites. From high-profile brand activations and industry dinners to intimate private views and receptions, Tate Events works with a wide variety of clients from internal Tate ones to external clients including Tate's corporate supporters, 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.

About the role: Proactively seeking new clients for both the corporate membership and the events business across all Tate sites. Account managing existing corporate memberships.



Main Duties and responsibilities:

Operations

- Work with other team members to deliver cultivation events and entertainment experiences for clients and perspective clients.
- Manage site visits, tastings and where appropriate attend the final event.

Sales and Relationships

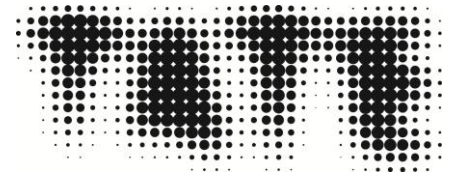
- Account manage a selection of Corporate Members, acting as the primary contact beyond the day-to-day administration of the membership benefits.
- Work with other teams within the department to build packages that will attract specific markets.
- Attend external and internal networking events.
- Attend both national and international trade shows.
- Develop membership retention strategies.
- Be accountable to the Business Development & Corporate Membership manager for delivering KPIs.
- Reporting, performance analysis and market insight
- Sell Tate venues as filming and photography locations.

Systems and Processes

- Implement systems and strategies to identify new businesses/organisations with a high propensity to engage with Tate with the aim of recruiting them as corporate members and/or events clients.
- Be an internal champion for the CRM database, maintaining an overarching understanding of how the database is used throughout the organisation.
- Regularly interrogate and analyse the CRM to support the recruitment of new clients.
- Work closely with Corporate Partnerships team on prospecting new business and sharing contacts.
- Consider Tate's Ethics and Due Diligence processes when prospecting new clients.
- Any other role that is required of you to meet the overall objective on the department.

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



Experience, skills and competencies:

- Proven experience selling an income-generating venue hire and catering business, preferably in a cultural or historical setting which the public have access.
- Practical and thorough knowledge and understanding of managing a membership scheme
- Proven experience of achieving financial targets.
- Confident public speaker, comfortable communicating with key decision makers and high-profile clients.
- Ability to effectively network with existing and potential clients.
- An ability to think strategically and be unafraid to challenge the status quo.
- Passionate about food, beverage and events.
- Excellent time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure.
- A positive role model and team member conveying a professional attitude and appearance at all times.
- Excellent organisational and project management skills, with the ability to juggle a wide range of competing demands and deliver to deadlines.
- Experience in liaison with clients both private and corporate, managing their expectations.
- Ability to work flexibly and successfully across teams and hierarchies and build relationships at all levels including excellent interpersonal skills and evidence of ability to influence decision-making.
- Excellent customer service skills, demonstrating actively listening, problem-solving and adaptability.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base.
- Demonstrative ability to adopt new working practices, creating solutions to improve systems and procedures.
- Computer literacy – ability to use Microsoft Word, Excel and Outlook, with an understanding of databases and their usage.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.