



Job description

Job title	Visitor Assistant, Ticketing
Department	Operations
Contract	Casual
Salary	£14.08 per hour
Hours	Ad hoc
Location	Tate St Ives, Cornwall
Reporting to	Visitor Experience Managers

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

This role works as part of a team to deliver an exceptional service for visitors in a welcoming, informative, inclusive and safe environment that engages everyone with art, enabling them to get the most from their experience, and driving income on behalf of Tate and its mission. The role rotates between the admission desk, welcome positions at the main Tate St Ives entrance and across different gallery spaces, including the Barbara Hepworth Museum and Sculpture Garden. This role is expected to take part in ticketing training to provide an efficient service and empathetic up-selling.

About your team

The Visitor Experience team is the first point of contact for our visitors at Tate St Ives and we recognise how important it is for those first few minutes to be positive, welcoming and informative. We aim to deepen our visitors' and members' relationships with Tate, through providing personalised interactions that inspire them to buy, join, donate and participate. We look to view every interaction through our visitors' eyes and provide the level of care and support we would hope for ourselves. We work proactively and collaboratively with our colleagues across Visitor Experience and other departments to enable all visitors to explore, engage with and fully enjoy our galleries.

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. We'll ensure you are provided with the resources, training and support to thrive and be your best for yourself and our visitors.

What you will do (Main Duties and Responsibilities)

- Be part of a team providing a seamless visitor welcome, effectively identifying different audience types and catering to their needs, whilst ensuring queues and crowds do not impact negatively. Ensure first impressions are memorable and positive for all our visitors, setting the scene for the remainder of their visit.
- Provide timely, first point resolution to visitor and Member queries across all channels. Be accountable for driving sales of all products, providing a 'One Tate' experience, selling tickets, converting to gift aid and other related products.
- Promote and convert visitors to our Membership and Locals Pass scheme – across all channels and including mobile sales activities such as queue recruiting when available. Collate and process applications for new and renewing Members and Locals Pass holders. Accurately collect all visitor data, in line with data protection and department guidelines.
- Maintain up-to-date knowledge of ticket types, Memberships, Locals Pass, Commerce and Eats products, promotions and events and actively promote these through quality conversations. Ensure accurate scanning of barcodes on entry tickets to track attendance at all times.
- Champion the voice of our visitors and Members, feeding back ideas, improvements and comments. Communicate effectively with colleagues across Tate to provide an outstanding visitor and Member experience. Use your own skills to train new team

members and colleagues from across the wider business in all aspects of our department. Work with colleagues to proactively identify new opportunities and improvements for providing outstanding service and driving income.

- Follow departmental cash handling and till management procedures, performing accurate till reconciliations and keeping till errors within departmental standards. Follow all regulatory and department policies to provide accurate information and compliant service and sales of all products.
- Ensure Ticketing desks are clear and well presented at all times, contribute to Tate's Climate Emergency commitment within your role by reducing waste, recycling, and championing green initiatives wherever possible.
- Actively seek out Tate-related content, gaining knowledge to act as ambassadors for our galleries, products, accessibility, events and policies. Ensure proactive engagement with all visitors to the gallery, offering an open, warm and friendly interaction. Be generous in sharing your knowledge and recommending opportunities for further information/research if appropriate.
- Undertake invigilation duties in fixed and patrolling positions at Tate St Ives and the Barbara Hepworth Museum, ensuring all visitors and works of art are safe and secure. Be aware of display items that need special care (i.e. vulnerable exhibits, exhibits with restricted access) and communicate this to visitors. Support and implement Gallery rules and regulations as and when required in a polite and professional manner.
- Assist in the clearance of Tate St Ives and the Barbara Hepworth Museum at closing times and during evacuation procedures. Assist in the actions taken during major incidents and emergencies and raise any issues relating to artwork security and building presentation as they arise to the Duty Managers. Operate alarms, radios and other security equipment as appropriate.

What you will bring to the team

- Previous experience of working in a customer service environment and a commitment to providing an excellent standard of visitor service and care.
- Proven ability to work effectively on own initiative and to work collaboratively within a diverse team, treating all colleagues with dignity and respect.
- Proven ability to accurately operate a computerised till system and adhere to cash handling procedures.
- Excellent interpersonal skills; able to talk to a wide range of people, listen actively to understand their needs and respond appropriately.
- Proactive, positive and flexible approach to work.
- The ability to remain calm in difficult situations and to maintain excellent customer service during very busy periods.
- Willingness to undertake relevant training for the role.
- Reliable, responsible and trustworthy.
- An understanding of the principles of equality and diversity in relation to visitors' needs.
- 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. 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 14 August by midnight. Interviews will be held week commencing 25 August 2025.

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.

