



Job description

Job title	Administration Assistant
Department	Visitor Experience and Operations
Contract	Permanent
Salary	£27,851 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millbank, London Tate Modern, Bankside, London
Reporting to	Tate Modern Administration Manager

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

You will support the smooth running of Tate's Visitor Experience and Operations department. Working across multiple teams, you will support colleagues as a central point of contact on all matters related to rotas, sickness, absence and uniform, amongst other tasks.

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 is further inspired to participate, join, support and donate.

What you will do (Main Duties and Responsibilities)

- Provide administrative support to the Visitor Experience and Operations department, as directed by the Senior Business Support Manager
- Have a good working knowledge of administrative processes and procedures across the department, supporting a range of administrators with their day-to-day tasks
- Assist with producing and co-ordinating the Tate Britain and Tate Modern Visitor Engagement Assistant staff rota, liaising with external suppliers for temporary staff.
- Ensure the Team are adequately resourced to deliver key objectives, including allocation of leave and rest days.
- Assist in covering incoming calls for the department, including taking messages for other departmental members.
- Undertake departmental filing and ensure that records are maintained accurately.
- Receive, open and distribute external mail
- Schedule meetings, prepare agendas, book meeting rooms and attend those that require minutes and distribute them accordingly.
- Assist with the purchasing of office supplies e.g., office equipment, furniture, relevant consumables (i.e., kitchen supplies) and stationery.
- Assist with the managing of records for staff relating to holidays, attendance, sickness absence and overtime for the Visitor Experience department.
- Carry out any other administrative support tasks to ensure the smooth running of the department as required.

What you will bring to the team

- Previous experience of working in an administrative support role.
- Commitment to providing an outstanding, customer-focused service.
- Excellent attention to detail when dealing with data input, correspondence and numbers.
- Accurate keyboard skills and a high degree of computer literacy – knowledge of Windows-based applications, able to use word-processing, database, spreadsheet, Internet and email applications.
- Clear and concise written communication skills including the ability to draft own correspondence.
- Ability to be welcoming, helpful, polite and clear on the telephone and in person.
- The ability to develop effective working relationships with a wide range of people both internally and externally.
- Ability to work effectively as part of a team as well as on own initiative.
- Demonstrable experience of maintaining efficient administrative systems.

- Excellent organisational skills with the ability to prioritise a varied workload and work accurately and calmly under pressure to tight deadlines.
- Proactive, positive and flexible approach.
- Able to exercise judgement and discretion when dealing with confidential or sensitive information.
- An understanding of the principles of equality and diversity as they relate to the operation of the department.
- Interest in and commitment to the work of Tate.

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
- 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 12 June 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.

