



# JOB DESCRIPTION

**Job title:** Events Apprentice – Sales & Catering

**Department:** Events and Corporate Membership

**Reporting to:** Head of Sales and Catering

## Who we are:

**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.*

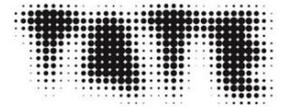
**The Department:** *Tate Events is an end-to-end events business from venue hire through to production, food and beverage, while also managing Tate's Corporate Membership scheme. It works with a wide variety of clients from internal Tate ones to external customers who are Tate's corporate partners and members, 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.

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



## **About the role:**

To support the Tate Events department with administrative and operational tasks to be a profitable business and adhere to Tate Eats' Standards, ensuring that Tate Events delivery exceeds customer expectations. To build knowledge and skills in selling venue and catering as well as how to operationally deliver catered events.

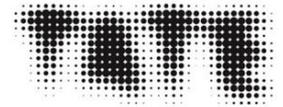
## **Main Duties and responsibilities:**

### **Administrative Duties:**

- To support the Tate Events team to manage the internal event inbox booking and processing internal events.
- To create and publish function sheets for internal events ensuring allergen and dietary requirements are communicated concisely.
- To coordinate and distribute the weekly function sheets for the weekly function sheets meeting.
- To manage the staffing diary and bookings for internal team and agency teams on a weekly basis, following up with any amendments.
- To generate final invoices for internal events for the review of management.
- Keep event diary and CRM system accurate and up to date.
- Support the Tate Events team with taking minutes for meetings and distributing to the wider team.
- To assist with reporting for the Heads of Department.
- To support the Tate Events team to manage the private event inbox dealing with enquiries where required.
- To support the Tate Events team with raising contracts and invoices where required.
- Generate the staff food rota and communicate to the kitchen department.
- Manage/co-ordinate the weekly food bookings for the office team.

### **Operations:**

- Supporting the Tate Events team with overseeing load in and load out of events equipment.
- Supporting the Tate Events team with ad hoc tasks on event days to assist with smooth operation of the event.
- Attend Membership and Collection Tour events.
- Support the Tate Events team with conducting site visits with clients.
- Support the Tate Events team with attending Trade shows.
- Support the Tate Events team with the logistics of an event including but not limited to; packing Tate equipment, stocktakes, maintenance checklists.
- Set up, prepare and deliver events with the Catering team. This includes setting up furniture, preparing drinks stations, serving drinks & food, staffing cloakrooms and any other reasonable task requested.
- Greet customers in a courteous manner and strive to exceed their expectations.



### **Other:**

- Ensure personal presentation and uniform always conforms to Tate Eats' standards.
- Attend and respond to any training e.g. gallery security, fire, Health and Safety Training, Manual Handling Training, and service procedure training.
- Work in a responsible way following Health and Safety training and procedures and taking any precautions listed in the company risk assessments.
- Perform tasks as requested by your manager and as required by the operational demands of the business.

### **Who you are:**

#### **Essential:**

- A positive role model and team member, always conveying a professional attitude and appearance.
- Excellent time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure.
- Excellent attention to detail.
- Strong IT skills particularly with Microsoft Word, Excel and Outlook, with a methodical and organised approach.
- GCSE English & Maths Grade 4
- Ability to follow given instructions and complete them within the time specified.
- 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.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Ability to network efficiently and build on relations with other departments.
- Demonstrate a flexible, proactive and positive approach and willingness to operate whenever help is needed.
- Ability to spend the shift on your feet.
- Open to feedback from others.
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.
- An interest in pursuing a career in Events

#### **Desirable:**

- Awareness of the requirements of food allergen regulations
- Experience of bar or restaurant work



## **The Apprenticeship:**

### **Eligibility criteria:**

- Must be living in the UK
- Must be over 18

### **Learning:**

- 7 hours of the role will be given to studying each week
- For the Level 3 qualification (equivalent to A Level), you will take a series of modules through the provider.
- Modules will focus on wide-ranging aspects of work in an events department, covering areas of selling, planning and delivering an event and its lifecycle.
- The learning portion of the apprenticeship will last 13 months, with time afterwards to complete end point assessments.
- Assessment takes the form of a project and presentation, and in-depth discussion based on your portfolio made over the course of the day-to-day role and your learning.

## **Why join us?**

We know that great people make a great business, so here's what we offer in return:

### **Work-Life Balance & Benefits:**

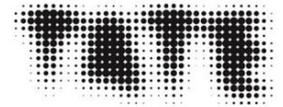
- Free staff meals when working shifts over 6 hours.
- Cycle-to-work scheme – save money and spread the cost of a new bike.
- Quarterly performance awards – recognising outstanding contributions.

### **Financial Benefits:**

- Your Benefits – Access to a huge range of discounts at shops and websites through the online platform and on the Smart Spending App.
- SmartTech & SmartFit schemes – get the latest tech or discounted gym memberships through Your Benefits and spread payments through your salary.
- Medicash health plan – covering optical, dental, physiotherapy, and more.
- Tate discounts – discounts in all retail outlets, online shop and catering outlets.
- Recruitment reward scheme – a reward payment for successfully introducing a new employee to the organisation.

### **Wellbeing & Development:**

- Blended working policy – a flexible approach to onsite and remote working.
- Additional leave purchase scheme - Purchase up to an additional 2 weeks' annual leave and split the cost over the year.
- Mental health support – EAP helpline providing access to 24-hour counselling, support and guidance over the phone and access to trained Mental Health First Aiders.
- Company-funded qualifications and training courses.



- Supplier & producer trips – learn more about the food and drink we serve from the people who make it.

**Culture & Access:**

- Free entry to Tate exhibitions and complimentary tickets for friends and family
- Exclusive industry perks – through CODE Membership, NMDC access to national museums with your Tate pass and access to ICOM cards enabling free access to international museums and galleries.
- Tate Boat access – free travel between London sites during office hours.