

## JOB DESCRIPTION

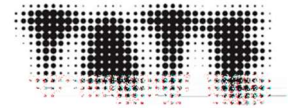
**Job title:** Events Apprentice  
**Department:** Events and Corporate Membership  
**Reporting to:** Head of Events  
**Days:** 40 hours over 5 days per week

**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. We operate from our offices at Tate Modern, Bankside, and Tate Britain, Millbank.

**The Apprenticeship:** Alongside the role you will be completing your Level 3 (A-Level Equivalent) Events Coordinator Apprenticeship. Modules that you will complete include selling, planning & delivering an event so that you cover the whole event cycle. The learning part of the apprenticeship will last for 13 months, with time afterwards to complete your end point assessments. These include a professional discussion, and a final project of your choosing (following discussion with your apprenticeship coach and line manager).

***This is a Level 3 Apprenticeship therefore applicants must be suitable for study at this level and NOT hold a degree or a post graduate qualification. Although bar/restaurant/hospitality experience is desirable, we aren't looking for event industry professionals or anyone with formal qualifications. Instead, we invite those with a keen interest in events to kickstart their career by learning on the job in one of London's busiest venues.***

On completion of your apprenticeship, you will have developed strong operational events experience, be confident in communicating with your team, suppliers and clients, and a solid understanding of the logistics needed in running a perfect event. Your practical experience at Tate will be underpinned with the theoretical learning gained through your apprenticeship modules.



## **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:**

This is an exciting opportunity to gain hands-on experience across all three core areas of our business: Event Management, Sales, and Catering. Each department offers a fast-paced, dynamic environment where you'll quickly develop valuable skills in time management, multitasking, and building strong relationships with clients and contractors.

The successful candidate will work closely with our Event Management team, supporting all aspects of event delivery—from initial set-up to final breakdown—while liaising with suppliers and ensuring the venue is safely prepared for every event.

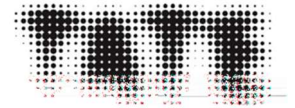
Within Event Sales, you'll be the first point of contact for new enquiries, responding confidently via email and phone, and providing potential clients with the information and guidance they need to bring their events to life.

In Event Catering, you'll collaborate with catering managers on bespoke proposals, help coordinate tastings, and assist with both the setup and smooth delivery of Tate catered events.

## **Main Duties and responsibilities:**

### **EVENT MANAGEMENT**

- Attend initial production meetings with suppliers and clients to understand the events scope, objectives and technical ambitions.
- Support the Event Manager during site visits with production suppliers and clients advising on room layout, power limitations and access times.
- Support Event Managers during event load-ins by coordinating production setup, ensuring loading bays open on time, checking that lift drivers are in position and confirming power and lighting requirements have been set by the facilities team.
- Remain on site during events to assist clients and production supplies, supporting the Event Manager with ad hoc operational tasks.



- Support the Events Managers with load out – ensuring suppliers are working in accordance with the risk assessments and method statements.
- Support guest arrival and exit, coordinating with security to open doors on time and welcoming guests upon arrival.
- Support the Tate Events team creating and editing Event information using our Events Systems Programme, Artifax – distributing event schedules to all Gallery Stakeholders.
- Attend internal meetings (Logistics/sheets) and offer updates and information on upcoming Events.
- To support the Tate Events team with raising balance and final invoices.
- Requesting final invoices from accredited suppliers and issuing commission invoices.
- Updating Sales pipeline and other internal documents with supplier and financial information.

## **SALES**

- Support the management of the internal event inbox, while responding to new enquires either via email or over the phone, offering follow up information on room hires costs, access times and accredited supplier details.
- To support the Tate Events team with raising contracts and invoices
- Produce financial reports for the Heads of Department and Director of Tate Eats
- Keep event diary and CRM system accurate and up to date
- 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

## **CATERING**

- Supporting the Tate Events team with overseeing load in and load out of events.
- Supporting the Tate Events team with ad hoc tasks on event days for smooth operation of the event.
- 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.
- Support the Tate Events team with booking staffing on events
- Greet customers with a courteous service and strive to exceed their expectations
- Ensure personal presentation and uniform conforms to Tate Eats' standards

**Other:**

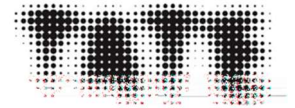
- Support the Tate Events team with taking minutes for meetings and distributing to the wider team.
- Attend and respond to any training e.g. gallery security, fire, Health and Safety Training, Manual Handling Training, and service procedure training.
- Work in a responsible way following Health and Safety training and procedures and taking any precautions listed in the company risk assessments.
- Perform any task required by operation and is requested by the Manager and as required by the operational demands of the business.

**Who you are:****Essential:**

- A pro-active team member with positive can-do-attitude, always conveying a professional appearance.
- Good time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure. Attention to detail.
- Good IT skills particularly with Microsoft Word, Excel and Outlook.
- GCSE English & Maths Grade 4.
- Ability to follow given instructions and complete them within the time specified.
- An understanding of good customer service, demonstrating actively listening, problem-solving and adaptability.
- Good communication skills, demonstrating the ability to communicate effectively and positively with colleagues and with a diverse customer base.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Desire to learn how 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.



## Why join us?

**Who We Are:** *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.*

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 – for you and up to 5 guests or complementary tickets for up to 6 friends and/or family members.
- 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.