Job description

Job title	Commercial Systems Engineer
Department	Digital
Contract	Fixed Term until 31st December 2027
Salary	£35,000 per annum
Hours	Full time, 36 working hours per week
Location	Tate Britain, Millbank, London and Tate Modern, Bankside, London, with occasional travel to Liverpool and St Ives
Reporting to	Commercial Systems 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

As Commercial Systems Engineer, you'll help keep Tate's business-critical ticketing, membership, ecommerce and payment systems running smoothly, providing specialist technical support and contributing to system improvements and upgrades.

You'll combine strong technical problem-solving skills with the ability to work collaboratively across teams, translating complex technical issues into practical solutions that meet business and user needs.

About your team

Tate Digital champions art and artists by creating accessible and diverse online experiences in ways that are open, bold, rigorous, and kind.

Every month millions of people engage with Tate's digital products and channels, and the Digital department is responsible for Tate's Digital and Innovation strategy which aims to ensure Tate remains a leading digital presence in the art world and beyond.

The department is made up of four audience -first teams: Product, Content, Commercial Systems and Ecommerce, working across Tate and its subsidiaries. The Product team manages the ongoing development of tate.org.uk, improving accessibility, engagement with the collection and overall user experience with a focus on onward journeys to tickets, shop, Membership and the galleries. The Content team creates rich content about art in our collection or exhibition programme to help reach new, broad, and more diverse audiences, especially those who are new to art. Commercial Systems and Ecommerce champion engagement of art through our trading activities, developing the commercial systems architecture, Tate's single customer view and our ecommerce website.

The department operates across the organisation, realising objectives from numerous departments and balancing these against visitor and business needs.

What you will gain

You'll hold a significant stake in contributing to the fulfilment of Tate's strategic objectives. Working in a motivated and mutually supportive team, you'll be encouraged to propose fresh ideas and think creatively. You'll work across all of Tate's functions, including gallery, retail and catering activities, getting involved with projects that span the full breadth of the organisation and support the delivery of its overall strategy.

We'll actively encourage you to contribute your ideas, bring your real self to work, learn new skills, and play a meaningful part in the delivery of some incredible products and features within our commercial systems estate. Although you'll no doubt be stretched outside of your comfort zone from time to time, there'll be an incredible team around you, and we'll make sure you're supported at every step.

What you will do (Main Duties and Responsibilities)

- Provide day-to-day administration and support for Tessitura and related commercial systems, ensuring they meet the needs of a wide range of users.
- Act as the first point of contact for commercial systems incidents, service requests and technical queries, resolving issues or escalating where appropriate.
- Troubleshoot and resolve system, hardware, software and integration issues, working with Tate's Technology team, suppliers and stakeholders as needed.
- Support the planning, testing, configuration and deployment of system upgrades, enhancements and new functionality.
- Monitor the performance, reliability and security of commercial systems, integrations and associated hardware.
- Work closely with the ecommerce team to specify, test and deliver website releases and improvements.
- Deliver training, guidance and user support to maximise effective use of commercial systems across Tate.
- Produce and maintain clear technical documentation, training materials and support guides.
- Maintain an accurate inventory of commercial systems hardware and software assets.
- Support compliance with cyber security, data protection and organisational policies, identifying and escalating risks where appropriate.
- Provide occasional on-site support at Tate Liverpool and Tate St Ives as required.
- Build strong relationships with internal stakeholders and the wider Tessitura community, sharing best practice and representing Tate's interests.
- Configure, deploy and support new commercial systems hardware and software.

What you will bring to the team

- Experience supporting and administering **Tessitura** or a comparable enterprise system in a technical environment.
- Experience providing IT or systems support to users with a wide range of technical abilities.
- Knowledge of database structures and SQL, including extracting, manipulating and reporting on data.
- Strong understanding of Windows, Microsoft 365 and associated hardware and peripherals.
- Understanding of system integrations, networking principles and technical troubleshooting.
- Knowledge of data protection, GDPR, PCI DSS and cyber security best practice.
- Experience testing and implementing system enhancements, upgrades and new functionality.

- Experience monitoring system performance and investigating issues identified through monitoring and alerting tools.
- Strong problem-solving skills, with the ability to identify root causes and deliver practical solutions.
- Excellent communication and relationship-building skills, with the confidence to engage stakeholders at all levels.
- Strong organisational, prioritisation and time management skills, with the ability to work effectively under pressure.
- A collaborative and proactive approach, with a commitment to continuous learning and professional development.
- A commitment to diversity, inclusion and creating an accessible experience for colleagues and visitors.
- An interest in and commitment to Tate's mission and values.

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.

Employee 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 6th December 2026 by midnight. Interviews to be confirmed.

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.