



Job description

Job title	Schools Assistant
Department	Learning (Schools and Teachers)
Contract	Permanent
Salary	£27,851 per annum
Hours	Full-time, 36 hours per week
Location	Millbank & Bankside, London
Reporting to	Curator, Schools and Teachers

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

Can you welcome schools and teachers to Tate Modern and Tate Britain? Do you work well in a team? As a Schools Assistant you will be the first point of contact for teachers booking their school visits, working collaboratively to answer enquiries about the Schools and Teachers programme and providing logistical and administrative support to allow young people and teachers to visit Tate, both in-gallery and online at Tate Schools, to engage with art, artists and ideas.

About your team

The Schools Assistant team is a friendly team that works collaboratively to provide an excellent welcome to school groups. You will work from the Learning offices and Schools Welcome Desks at both Tate Modern and Britain to book teachers and their classes into a varied programme which includes self-led visits, exhibition visits, artist-led workshops, teacher private views, and teacher study days, while providing excellent customer service via email and over the phone.

The Schools and Teachers team work with artists, young people and teachers to create inclusive and multi-voiced projects, resources, workshops, teacher events and courses for all those in formal education.

As an integral part of our commitment to educational equity and social justice, we champion access to an arts-rich curriculum and environment for all young people. We aim to uplift the voices of people of colour, women and members of the LGBTQIA+ and disability communities in the work we create with the desire that all young people get to see themselves reflected in all that they encounter at Tate.

What you will gain

Motivated people who enjoy providing quality customer service are key to our continued success, and we want everyone at Tate to have the opportunity to develop and thrive. In this team, you will be encouraged to contribute your ideas, learn logistical and administrative skills, and work collaboratively as part of the booking team (5 members of staff). This will help you to contribute to the Schools and Teachers programme via bookings and occasional event support.

What you will do (Main Duties and Responsibilities)

- Provide an excellent welcome to our audience, acting as first point of contact, answering all enquiries and correspondence about the Schools and Teachers programme accurately, swiftly and courteously, by telephone, e-mail and face-to-face, including meeting and greeting school groups at the welcome desk.
- Work collaboratively with the other Schools Assistants, agreeing priorities and daily/weekly actions to ensure a smooth bookings process to best meet the needs/enquiries of our audience.
- Use ticketing software to book schools and teachers on to the Tate London Schools and Teachers Programme, including supporting the team to input all annual programme data.

This blended learning offer (in-gallery/online) includes self-led visits, learning resources, artist-led workshops, teachers' courses, private views and large-scale events.

- Act as a key contact for Membership and Ticketing (MTS), Visitor Experience and Security teams, ensuring information is shared and acted upon, including preparing the weekly report to enable in-gallery colleagues to support school visits.
- Ensure the smooth running of finances related to the bookings process, including processing payments, chasing payments, liaising with the finance teams and inputting expenditure on the commitment log.
- Support the team to capture audience data, including inputting data accurately whilst adhering to GDPR and Tate Guidelines, contributing to report writing and communicating emerging trends in order to best meet audience needs.
- Work closely with the programming team to confidently promote audience engagement with in-gallery and online teaching and learning resources.
- Work with the Curators and Assistant Curators to support school groups' experiences in the gallery, including ordering and gathering materials for workshops, organising AV, sharing resources and writing up teacher evaluation forms.
- Provide additional administrative and logistical support for the Tate London Schools and Teachers programme including support for courses and events.
- Attend and contribute to relevant meetings including Front of House daily briefings, Bookings meetings and Learning department meetings where possible, writing minutes and taking on actions where required.

What you will bring to the team

- Proven experience of providing excellent customer service through working in a frontline role.
- Ability to communicate confidently with a broad range of people internally and externally, including clear and accurate writing skills and a good telephone and face-to-face manner.
- Ability to collaborate with peers within the team to agree priorities and set daily shared tasks.
- Ability to self-organise and stay motivated, problem solve and take initiative, both during quiet as well as busy periods.
- A commitment to, and understanding of, the principles of anti-racist inclusive practice, and how to apply them to everything you do at work.
- Ability to work under pressure in a busy environment with resilience and patience.
- Excellent organisational skills and attention to detail.
- Computer literate with confidence in using new and familiar databases, e.g. ENTA, Tessitura, and Microsoft Office applications.
- Ability to stay motivated carrying out repetitive tasks.

- An interest 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
- 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 31 August 2025 by midnight. Interviews will be held on week commencing 8th September 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.



