



Job description

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

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

Working across Tate's London galleries and visitor contact centres, the Membership and Ticketing Assistant role is responsible for customer and member experience, proactively selling tickets, memberships, retail, catering, and other related products, across all channels. It includes contact with visitors and members in person, over the phone, via email and on social media.

The role provides outstanding levels of service to our visitors, customers, and members, driving income on behalf of Tate and its mission.

For this job, a passion for people, customer service, and sales is key.

About your team

The Visitor Experience and Operations 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 are further inspired to participate, join, support and donate.

What you will gain

No two days are ever the same at Tate! You will build skills across a range of operational areas, communicating with our visitors and members through multiple channels. You will respond flexibly to meet the needs of our diverse audiences, supporting Tate to deliver a world class, inclusive visitor experience and meet its ambitious sales and membership targets.

What you will do (Main Duties and Responsibilities)

- Provide a welcoming, engaging, and inclusive experience to Tate's visitors and members across multiple contact channels including phone, email and social media
- Proactively engage audiences with Tate's membership and ticketed experiences, ensuring a positive sales experience
- Respond to visitor queries, complaints and feedback, both in writing and over the phone. Act as an ambassador for Tate and provide an excellent experience through all channels.
- Actively promote products to audiences, including retail, catering, tours, gift aid and donations
- Actively promote and convert visitors to our membership scheme, across all channels and in gallery
- Be a specialist in Tate's ticketing system, maintaining up to date knowledge and effectively following procedures
- Accurately process and update visitor and member data, in line with GDPR and department guidelines
- Act as the Tate central switchboard for incoming business-related calls.
- Participate in all service and sales initiatives and telemarketing campaigns.
- Follow departmental finance procedures, performing accurate till reconciliations and maintaining till errors within departmental standards.
- Be responsible for contacting members via phone and email in relation to payment and data queries
- Follow all regulatory and departmental policies to provide accurate information and compliant service and sales of all products.

What you will bring to the team

You will be hardworking and a strong team player with an energetic, fun, and service-focused attitude. You will have outstanding interpersonal skills and be able to deliver outstanding experience to all of our audiences, converting them to buy, join, donate, and participate.

In addition, you will:

- Be passionate about providing excellent customer service and enjoy engaging with people from different backgrounds and creating a positive experience.
- Have proved experience working in a front-line, retail, sales-focused or customer service environment.
- Be a strong communicator who is great at explaining things clearly and confidently, both verbally and in writing.
- Like to take personal responsibility for dealing with issues and always make sure you deliver on your commitments.
- Have an awareness of, and commitment to the principles of dignity and respect.
- Thrive in a very busy environment where your organisation skills help you to get things done on time and to a consistently high standard.
- Be a confident salesperson who proactively seeks out and enjoys proactive sales opportunities.
- Enjoy being part of a team and like to create and maintain positive relationships with those around you.
- Have the resilience to respond to challenges positively and constructively.
- Be confident and competent using a computer and understand office systems such as Microsoft Office, Tessitura, OpenScape, IE/Chrome, Outlook.
- Enjoy working flexible hours including regular weekends and unsociable hours. Comfortable with late night working and travelling.
- Have the ability to work accurately with figures with good attention to detail and experience of cash handling and other methods of payment.
- Have an interest in, 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
- 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 3 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.

