



Job description

Job title	International Council and Patrons Administrator
Department	Development
Contract	Permanent
Salary	£28,864 per annum
Hours	Full-time, 36 hours per week
Location	Tate Britain, Millbank, London
Reporting to	Senior Patrons 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

To provide administrative support for the delivery of Tate's International Council and Patrons fundraising schemes.

About your team

The Tate Development office was founded in 1990 to raise funds from the private sector for revenue and capital projects at Tate. It has expanded over the years to meet growing gallery needs and is now one of the most successful arts fundraising teams in the UK. The majority of personnel are based in London, with staff in St Ives and Liverpool, and an affiliated US charity, the Tate Americas Foundation, based in New York.

The Individual Giving & Collection Development team is responsible for fundraising from Tate's International Council, Patrons and Collection Committees as well as for the management of projects centred around acquisitions for Tate's collection.

What you will do (Main Duties and Responsibilities)

- Field enquiries from current and prospective members of the International Council and Patrons schemes, over the phone and by e-mail, forwarding them to the relevant team member in a timely and appropriate manner.
- Manage the administration of new joiners to the Patrons schemes, including: processing payments, logging income accurately in liaison with the Development Operations team, coordinating welcome packs with supporter pass cards and drafting welcome correspondence.
- Manage the renewal administration for existing Patrons, including: pulling data monthly on forthcoming renewals; coordinating appropriate correspondence for various payment methods; supporting the Patron Managers with personalising letter templates; liaising with the Development Operations team to ensure accurate reporting; processing payments and logging income; and drafting acknowledgement correspondence.
- Working with the International Council Officer, support with drafting both group-wide and bespoke correspondence to International Council members.
- Accurately maintain records of International Council and Patrons supporters on the Development database (Raiser's Edge) and other Tate wide databases.
- Regularly monitor the display and accurate crediting of International Council and Patrons support within Tate's publications and in the galleries, ensuring alignment with standard crediting procedures.
- Provide administrative support for the delivery of all regular Patrons communications and reports; provide administrative support for the delivery of International Council communications and reports, as required.
- Provide regular updates on current income and tracking numbers of new/lapsed members.
- Work with budget holders, the Development Operations team and the Tate Finance department to accurately monitor Patrons team expenditure and expense records, including by tracking and processing invoices, credit cards and receipts.

- Liaise directly with the Development Operations Team to ensure all stewardship procedures for Patrons (e.g. catalogues nominations and Christmas cards) operate effectively and data is captured.
- Liaise directly with the Engagement & Events Team to ensure procedures for all events nominations for International Council and Patrons operate effectively.
- Assist with regular stewardship and cultivation development events, ranging from small dinners to large curator-led tours and out-of-hours gallery visits.
- Provide administrative support for seasonal IC Advisory Board and Patrons Executive Committee meetings.
- Input into the research process for donors and prospects to the International Council as required, making effective use of Tate's prospecting systems and ensuring accurate recording of data.
- Carry out any other administrative support duties as required to ensure the smooth running of the International Council and Patrons membership schemes.

What you will bring to the team

- Proven relevant experience in a range of administrative duties within a busy office environment.
- Excellent administrative and organisational skills, with the ability to prioritise and multi-task to meet deadlines
- Excellent attention to detail when dealing with data input, correspondence and numbers.
- Excellent computer literacy - including knowledge of Windows based applications such as Word, Excel, Outlook, and PowerPoint.
- Experience of using Customer Relationship Management (CRM) databases to record and manage supporter data and the ability to ensure best use of CRM systems.
- Excellent verbal communication and interpersonal skills with the ability to deal effectively and confidently at all levels, internally across departments and with external contacts.
- Good written skills with the ability to draft letters, minutes, reports and presentation material.
- The ability to set up and maintain administrative systems and procedures (paper-based and electronic).
- Ability to work unsupervised and under own initiative, with a pro-active approach to problem solving.
- Understanding of the principles of equality and diversity and the ability to apply and promote these in practice at work.
- An interest and commitment to the work of Tate.

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 23 October by midnight. Interviews will be held from 5 November.

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.

