Job description

Job title	Administrator (Apprentice) Equality, Diversity and Inclusion & People Engagement and Development
Department	Human Resources
Contract	Fixed-term (18 months)
Salary	£29,052 per annum
Hours	Full-time (36 hours per week)
Location	Tate Britain, Millbank, London
Reporting to	Equality, Diversity and Inclusion Manager & Learning and Development 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

We are aiming to shift Tate's workforce to more closely reflect the UK population and the cities in which our galleries are located. This requires a step change in the attraction and selection of staff and the creation of more diverse talent pipelines for Tate and the sector. One of the ways Tate will achieve this is by creating apprenticeship opportunities that provide high-quality work-based learning experiences.

This exciting apprenticeship opportunity within our Human Resources department supports the work of the Equality, Diversity and Inclusion team and the People Engagement and Development team. While providing administrative and operational support, you will also study to complete a Business Administrator apprenticeship qualification developing knowledge, skills and behaviours that are essential to business administration in any sector.

In this role, you will develop an understanding of:

- Tate's mission, vision and values
- Administration policies, processes and procedures at Tate
- Record and document production
- Project co-ordination
- Managing your own development and performance
- Equality, Diversity & Inclusion initiatives
- Internal communications and engagement
- Learning and Development in a professional environment

The apprenticeship qualification will take appx 16 months to complete, with training from a dedicated apprenticeship provider delivered online through tutorials and seminars, reading, formal assignments, a workplace project putting your learning into action, and an exam. During your apprenticeship, we will support you by giving you appx. 20% of your paid time away from your job role to complete your training, assessments, and exams.

For more information on what you will learn and develop in the Business Administrator apprenticeship standard see Appendix A at the end of this document.

About your team

The Equality, Diversity & Inclusion (ED&I) and People Engagement and Development teams form part of Tate Gallery's People (HR) department. We are a small team who work closely together to collaborate on providing learning and development opportunities for colleagues across the organisation, leading internal communications, engaging colleagues in building inclusive culture, and supporting wellbeing initiatives.

Our work is varied and people-focused, balancing desk-based working with in person and online events, research, and community building with colleagues. The post holder will learn about and support these activities, helping to integrate inclusion into everything we do, while providing opportunities for colleagues to develop their skills, build their confidence, find a sense of belonging, and reach their potential.

What you will gain

In this role, you will be encouraged to meaningfully contribute your ideas, learn new skills, and develop towards your career goals. This apprenticeship is truly a learning opportunity well suited to someone early in their career, looking to upskill, or looking for a career change.

What you will do (Main Duties and Responsibilities)

- Undertake and successfully complete the Business Administrator apprenticeship training, study and assessment.

- Learn and assist with the fundamentals of budget management, procurement of goods and services, administering the corporate credit card process, processing orders and invoices, and financial admin.

- Learn and assist with event coordination and employee engagement processes including internal communications, resource planning, working with internal and external stakeholders, event delivery, staff feedback and evaluation.

- Create, update and link official records on Tate systems including Microsoft Office/365, internal finance systems (with training), and intranet systems.

- Assist with the production and distribution of internal communications by e-mail, print, and on our intranet marking key dates, themes and policies relating to L&D, E,D&I, wellbeing, and engagement.

- Support administration for Tate's internal Staff Diversity Network meetings and activities, including communications, scheduling, booking rooms, preparing materials, setting up rooms, and updating membership lists.

- Support the administration and coordination of Tate's internal Learning and Development programmes, including booking training rooms, managing and recording attendance, and preparing rooms for training sessions.

- Support the administration of Tate's learning management system Tate Learn, including uploading courses, maintaining learning records and assisting with basic data analysis and reports on learning activity and completion rates.

- Learn about and contribute to developing best practices in inclusion, colleague engagement, wellbeing and/or learning design. Direction flexible depending on the interests of the apprentice.

What you will bring to the team

This role is a development opportunity. It would suit someone who is either early in their career, aiming to upskill, returning to work after time away, or looking for a career change. We welcome candidates who bring transferable skills from other types of work experience, education, or personal experiences.

Essential:

Knowledge and interests

- Demonstrable commitment to and enthusiasm for learning more about Learning and Development, Communication, Wellbeing, and Equality, Diversity and Inclusion in the workplace.
- An interest in and commitment to the work of Tate.
- A basic understanding of and interest in learning more about business administration

Skills and abilities

- Functional computer literacy, with the ability to use Word, Excel, Outlook, PowerPoint, and an aptitude to learn new applications.
- Ability to work confidently with financial and numerical data
- Good communication skills and an interest in developing these further
- Good interpersonal skills, with the ability to work effectively and diplomatically with a range of people at all levels both internally and externally
- Ability to follow and refine processes with strong attention to detail
- Strong organisational skills, with proven ability to plan and prioritise a varied workload/tasks and work under pressure to meet deadlines
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect

Desirable:

- General knowledge of and interest in art

Apprenticeship eligibility

To be eligible for this apprenticeship, you should not already have significant experience or education in the apprenticeship subject (Business Administration).

- Applicants must have achieved a minimum of grade 4 (or grade C equivalent) GCSE in both Maths and English, or equivalent Functional Skills Level 2 certificate in English and Maths (or be willing to study for them during your apprenticeship).

- You must not be in full-time education when the apprenticeship begins.

- Candidates may be deemed ineligible if they already hold qualifications or experience at a similar or higher level in business administration, or if their prior learning or experience means they would not benefit from the apprenticeship.

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

- Birthday 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 defined contribution (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 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 26 November by midnight. Interviews will be held in person at Tate Britain on 11 and 15 December.

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.

Appendix A

Business Administrator Apprenticeship Standard

This is a listing of the knowledge, skills and behaviours that apprentices studying for the Business Administration apprenticeship will learn through online formal classes, independent learning, and on-the-job experience over the 12-18 month apprenticeship.

This is not a list of requirements to demonstrate at the application phase, but an overview of what apprentices should be interested in and prepared to develop.

Occupational profile
Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Skills	Advancing key skills to support progression to management.
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.

Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themself to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.
Project management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.

Knowledge	In-depth knowledge of organisation and wider business environment.
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions

	for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.

Behaviours	Role-model behaviours and positive contribution to culture.
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

Duration

The apprenticeship will typically take between 12 and 18 months to complete.

Level

This apprenticeship standard is at Level 3.

