



**Post:** Gallery Assistant, Tate Britain  
**Reference:** 8030  
**Band:** Support  
**Department:** Visitor Services and Operations, Tate Britain  
**Contract:** Permanent  
**Hours:** Full-time  
**Reporting to:** Gallery Supervisor, Tate Britain  
**Location:** Millbank, London

## **Background**

The aim of Tate is to increase public awareness, understanding and appreciation of British art from the 16<sup>th</sup> century to the present day, and of international modern and contemporary art.

Tate Britain Visitor Services & Operations Department co-ordinates and manages all front of house and back of house operational aspects of the Tate Britain, Millbank site. The department is responsible for welcoming over 1 million visitors to Tate Britain each year, meeting their needs and maximising their satisfaction and engagement with all displays, exhibitions, services, programmes, retail and catering facilities.

You can find further information about Tate on our website: [www.tate.org.uk](http://www.tate.org.uk)

## **Purpose of the Job**

As an ambassador for Tate, your role will be to contribute towards the visitor's optimum experience by providing information and guidance, helping to ensure a diverse range of visitors are met in a safe and welcoming environment and ensuring the safety of works of art.

## **Main Activities/Responsibilities**

- To provide an excellent standard of customer service to all the visitors to the Gallery including answering enquiries and providing essential information.
- To greet visitors at Tate's three entrances in an approachable, professional and welcoming manner.
- To staff the various areas of the Gallery both in fixed and patrolling positions, ensuring that all visitors and works of art are safe and secure.
- To support and implement gallery rules and regulations as and when required.
- To assist in the clearance of the Gallery either at closing times or during an evacuation procedure.
- With Tate's assistance, to be proactive in updating personal knowledge concerning the Gallery's activities.
- To attend to any incidents within the working area as they arise using radios for communication as necessary.
- To operate alarms, radios and other security equipment.
- Any other duties as directed.

## Person Specification

### Essential

- Previous experience of working in a customer service environment.
- Proven ability to work effectively on own initiative and as part of a team.
- Active listening skills and the ability to communicate effectively with a wide range of people.
- Committed to providing an excellent standard of visitor service and care.
- Proactive, positive and flexible approach to work.
- Professional appearance.
- Reliable, responsible and trustworthy.
- Excellent timekeeping.
- The ability to remain calm in difficult situations.
- An interest and commitment to the work of Tate.

### Desirable

- The ability to converse in other Languages (including Sign Language).
- An interest in, or willingness to learn about, British Art.

## Pay and Benefits

### Type of Contract

This appointment is offered on a permanent contract.

### Working Hours

The standard working week for full-time Gallery Assistants is based on 36 working hours per week (net of unpaid breaks) worked Monday to Sunday. Tate Britain operates a 3 week rota system and you will work a minimum of 15 days in the 3 week period which must include 2 weekends. The normal working day is 7 hours and 12 minutes net (ie exclusive of a one hour unpaid break period each working day). The working day starts at 09.48 am, to be on the floor by 10.00 am, and ends at 6.00 pm.

### Salary

This post is graded in the Support Band of Tate's Pay Bands which is as follows:

<b>Minimum</b>	<b>+1</b>	<b>+2</b>	<b>+3</b>	<b>Ceiling</b>
£15,400	£15,800	£16,400	£17,400	£18,086

An appointment to this post will be made at the minimum of the band at £15,400 per annum.

A review of pay is undertaken annually at Tate through negotiation with the recognised trade unions. Any increases to individual salaries, will be subject to the terms of Tate's annual pay settlement and will be applied from 1 April.

As part of the pay negotiations for the pay award payable from 1 April 2008, we will be undertaking a review of the current pay bands and progression arrangements. In the interim we will continue to use the existing scales for setting starting salaries for new staff and adjusting salaries for existing staff. We will communicate any changes to staff as they are agreed.

### **Annual Leave**

Annual leave is 25 working days per annum rising to 27 working days per annum after three years' service.

### **Pension Benefits**

An important part of the pay and reward package Tate offers employees is the option to join the Civil Service Pension arrangements. These arrangements offer a choice of two types of pension:

- **nuvos.** This is a high quality, index-linked defined benefit occupational pension scheme that currently has a 3.5% member contribution rate. As your employer we meet the rest of the cost of the scheme.
- **partnership** pension account. This is a stakeholder pension with a contribution from ourselves. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

If you have previously worked for an employer who participated in the Civil Service Pension scheme different conditions may apply.

### **Other Discretionary Benefits**

- Interest-free Season Ticket Loan.
- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out-of-hours.
- Discounts in the Tate Restaurants and Cafes and on items purchased in the Tate Bookshops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

### **Selection**

Completed application forms should be returned to:

#### **Human Resources Department**

**Tate**

**Millbank**

**London SW1P 4RG**

**Fax: 0871 5941785**

In view of the increasing postal costs and our constant need to make the best possible use of our resources it is our policy to write only to those people who are invited for interview. I am sure that you will appreciate the need for this. If you would like confirmation of receipt of your application please enclose a stamped addressed postcard. If you do not receive an invitation to

interview within 4 weeks of the closing date, regrettably, you should assume that you have not been successful on this occasion.

The closing date for the return of completed application forms is **Friday 23 May 2008 by 5.00 pm**. Interviews will be held on the week commencing **16 June 2008**.

*Our jobs are like our galleries, open to all.*